

Report for M Ocean View Transit and Safety Project Rider Survey

Response Counts

Completion Rate:

100%



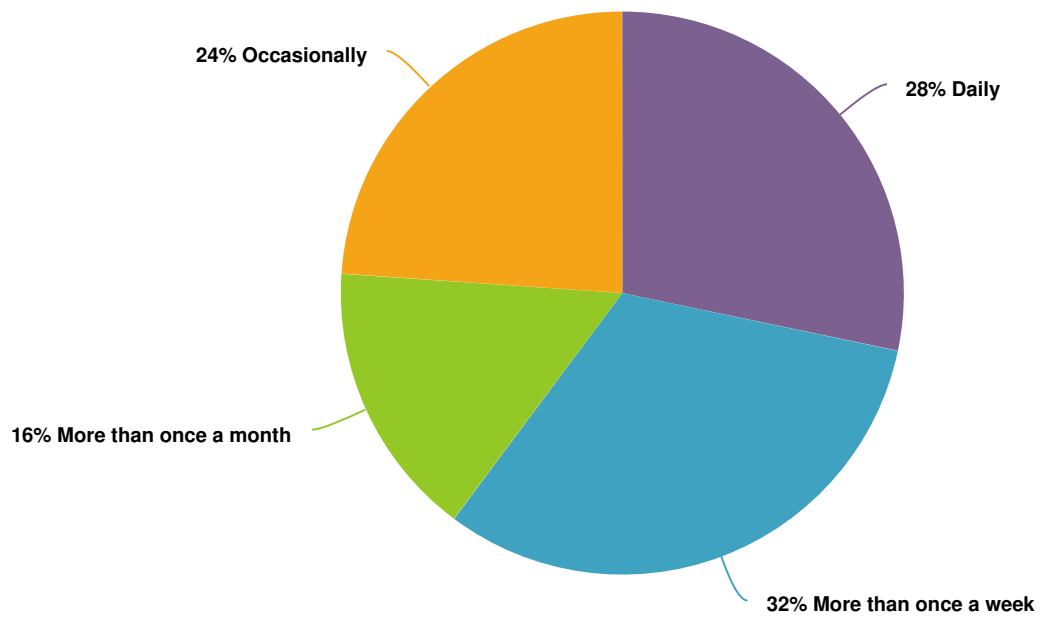
Complete







114

Totals: 114

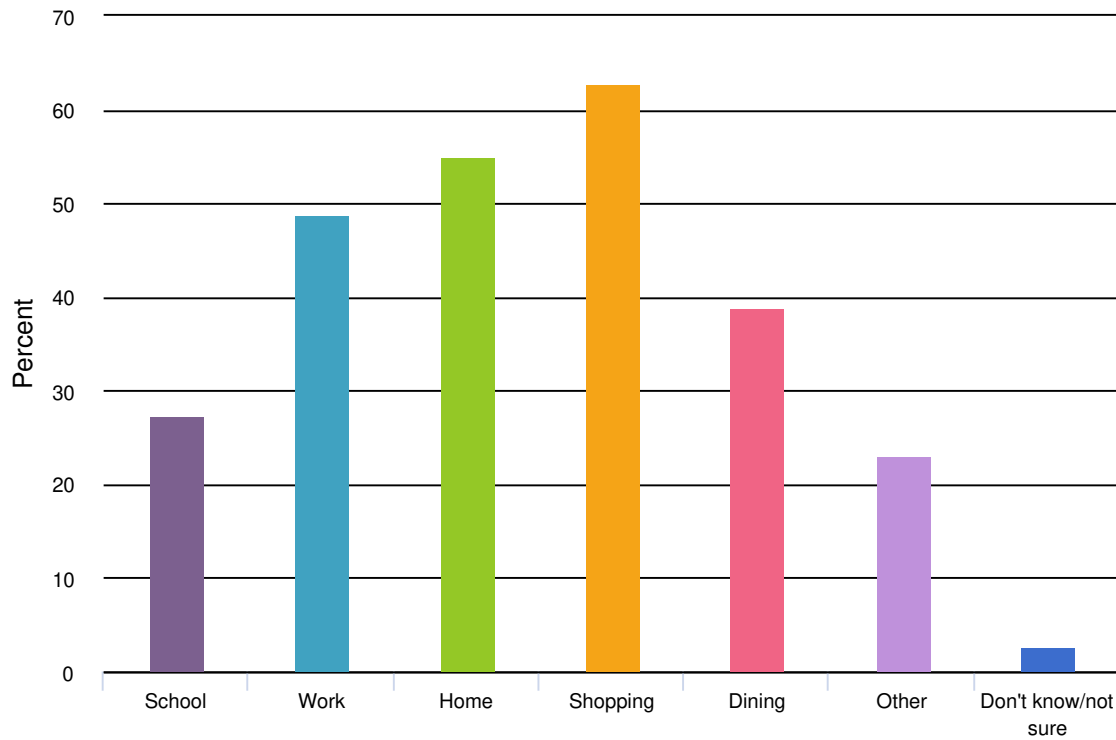
1. How often do you currently take the M Ocean View?






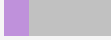



Value		Percent	Responses
Daily		28.3%	32
More than once a week		31.9%	36
More than once a month		15.9%	18
Occasionally		23.9%	27

Totals: 113

2. What is the reason for which you travel on the M Ocean View? Select all that apply.



Value		Percent	Responses
School		27.4%	31
Work		48.7%	55
Home		54.9%	62
Shopping		62.8%	71
Dining		38.9%	44
Other		23.0%	26
Don't know/not sure		2.7%	3

Other	Count
site-seeing, dr. appointments	2
Access Civic Center	1
Appointments	1
Appts outside of immediate area	1
Concert	1
Entertainment	1
Fun to get downtown	1
Going downtown	1
Gym	1
Recreation	1
Recreation	1
Sports practice	1
To connect to bart	1
Transit to the gym	1
Visiting family and friends	1
Visiting friends	1
errands	1
for Giants and Warriors games	1
going downtown	1
hanging out with friends	1
去医院	1
Totals	22

3. Where do you usually board the train? (Please specify cross streets e.g. "Broad St. and Plymouth Ave." or major landmarks)

ResponseID	Response
1	randolf & junipero serra
2	60 Monticello St
3	Randolph and arch
4	Randolph and Arch
5	Stonestown
6	Randolph and bright
7	Randolph and arch
8	Broad,Plymouth
9	Plymouth
10	Church station
11	Randolph St and Arch St
12	Broad & Plymouth
13	broad and plymouth
14	San Jose Ave. and Lakeview Ave.
15	Plymouth Ave. and Broad St.
16	Randolph and Bright
17	Bright and Randolph
18	Balboa park, Stonestown, SF State
19	eucalyptus
20	Broad st. and capitol ave.
21	19th junipero
22	19th and Junipero Serra

ResponseID	Response
23	14th/Junipero
24	Orizaba and Broad
25	19th and Randolph
26	Arch/Randolph St
27	SF State (19th and Holloway)
28	Byxbee and 19th
29	Van Ness and market St.
30	Bright st
31	Randolf and Arch
32	Randolf and Arch
33	Randolph St and Arch St
34	West Portal station
35	Arch & Randolph
36	Balboa park BART
37	San Jose and Farallones
38	San Jose and Oceanview
39	eucalyptus ave near lowell
40	19th Avenue and Junipero Serra blvd
41	Forest Hill Station
42	Van Ness Station
43	Closest one to lowell
44	Stonestown
45	Ocean Ave & Lee St, Van Ness Station
46	Eucalyptus and 19th

ResponseID	Response
48	Eucalyptus and castro station
49	Right of way/Eucalyptus drive
50	Forest Hill Station
51	Broad and Capitol
52	San Jose Ave and Geneva Ave
53	eucalyptus and in west portal
54	Byxbee
55	Right of Way and Eucalyptus
56	Eucalyptus Dr. and 19th Ave.
57	SF State
58	Ocean Ave
59	Randolph & Arch, Balboa Park BART, Stonestown
60	Lee & Ocean
61	Broad & plymouth
62	West Portal Station
63	Randolph St and Arch Street
64	Stonestown
65	Geneva and San Jose Ave
66	Broad plymouth orizaba broad
67	Geneva and Ocean
68	Embarcadero
69	Near the Philz coffee
70	I.T. Bookman Community Center
71	Sloat and St Francis Circle

ResponseID	Response
72	Arch & Randolph
74	Broad and capital
75	SF State
76	Arch St. and Randolph St.
77	San Jose Ave & Mt. Vernon Ave
78	Broad and Capitol
79	Van Ness Station
80	Montgomery
81	Arch/Randolph
82	powell
83	powell
84	powell
85	Ocean
86	Mt Vernon & San Jose
87	Balboa Park, Eucalyptus Ave
88	San Jose Ave and Lake view
89	Capital and board st
90	Randolph and Arch
91	Broad st. and Capitol Ave.
92	Arch and randolph
93	San Jose And Farallones St, San Jose and Geneva
94	Capitol and Broad
95	Broad st and Orisaba st
96	19th and junipero serra

ResponseID	Response
97	Stonestown
98	Broad st. & bright st.
99	19th Ave and Junipero Serra
100	Broad street and Bright street
101	Broad & Capital
102	Broad St & Orizaba Ave
103	Broad St and Capitol
104	Lakeside and San Jose
105	Broad St. and Orizaba
106	Broad and Capitol
107	Bright st and randolf
108	San Jose and Lakeview
109	Brad and Randolph
110	Bright and Randolph
111	Right Of Way and Eucalyptus Dr.
112	Embarcadero
113	19th and junipero serra

4. Where do you usually get off the train? (Please specify cross streets e.g. "San Jose Ave. and Geneva Ave." or major landmarks)

ResponseID	Response
1	market
2	market
3	San Jose and Randall
4	Stonestown 19th and Winston
5	Stonestown
6	Randolph
7	Castro
8	San Jose, Geneva
9	19th avenue
10	19 Avenue Junipero Serra
11	Van Ness Station, West Portal Station, Stonestown
12	Civic Center
13	stonestown
14	West Portal Station
15	West Portal Station
16	Randolph and Bright
17	Stonestown
18	Balboa Park, Eucalyptus, Stonestown
19	powell
20	Stonestown
21	19th junipero
22	Powell

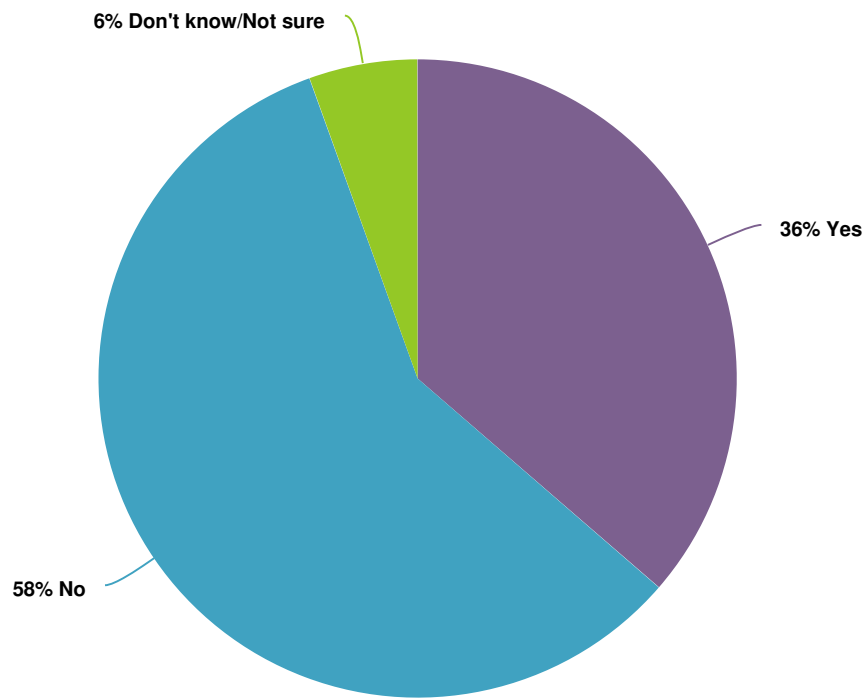
ResponseID	Response
23	castro
24	San Jose Ave and Geneva Ave
25	Embarcadero
26	Powell St station
27	SF State
28	Downtown
29	Glen Park or Forest Hill
30	Powell
31	Downtown
32	Downtown
33	West Portal, Castro, Powell, Embarcadero
34	Stonestown
35	Powell St or Embarcadero
36	Randolph and Arch
37	San Jose ave and Geneva
38	San Jose and Geneva
39	forrest hill station
40	19th Avenue and Junipero Serra blvd
41	Forest Hill Station
42	Stonestown/Eucalyptus Ave
43	forest hill station
44	Balboa Park Station
45	Ocean Ave & Junipero Serra, Van Ness Station
46	Embarcadero station




ResponseID	Response
47	Church station
48	Eucalyptus or Stonestown, Castro station
49	Castro station
50	Stonestown
51	Balboa Park BART
52	San Jose Ave and Lakeview Ave
53	West Portal, Castro, Stonestown
55	Balboa Park, last stop
56	Orizaba Ave. and Broad St.
57	Montgomery
58	Randolph and 19th
59	Randolph & Arch, Balboa Park BART, Stonestown
61	Stonestown
62	Van Ness Station
63	Van Ness
64	Balboa BART Station
65	Van Ness
66	Balboa
67	Stonestown
68	Lakeview and San Jose
69	End of the line
70	West Portal or Plymouth and Broad
71	Montgomery
72	San Jose & Geneva

ResponseID	Response
74	SFSU
75	Downtown
76	St. Francis Circle
77	Winston Dr & 19th Ave
78	Stonestown
79	Stonestown
80	West Portal
81	Van ness
82	stonestown
83	stonestown
84	stonestown
85	Powell
86	Winston & 19th
87	Balboa Park, Eucalyptus Avenue
88	Stonestown
89	Powell st
91	Broad St. and Capitol Ave.
92	Stonetown, powell station san jose alemany
93	San jose and Farallones St,San Jose ave and Geneva Ave
94	One of the Market St stations
95	Powell
96	Van Ness station
97	Montgomery
98	Embarcadero station

ResponseID	Response
99	Balboa Par k BART
100	Powell station
101	Forrest Hill Station
102	Stonestown/Lakeside/Winston
103	Stonestown and Civic Center
104	Downtown
105	Broad St. and Orizaba
106	San Jose and Geneva
107	Balboa station
108	Stonestown
109	San Jose Geneva
110	Montgomery station
111	Broad St. and Capitol St.
112	19th and Junipero Serra
113	19th and junipero serra

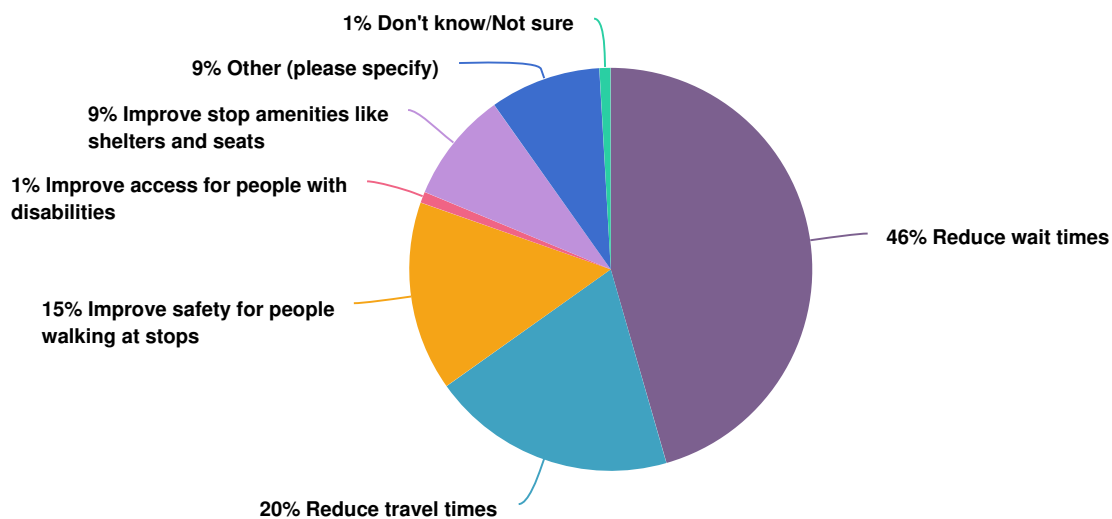
5. Do you usually transfer to/from another Muni line and the M Ocean View?



Value		Percent	Responses
Yes		36.4%	40
No		58.2%	64
Don't know/Not sure		5.5%	6

Totals: 110

6. Which of the following is your top priority for improvements on the M Ocean View?



Value	Percent	Responses
Reduce wait times	45.5%	51
Reduce travel times	19.6%	22
Improve safety for people walking at stops	15.2%	17
Improve access for people with disabilities	0.9%	1
Improve stop amenities like shelters and seats	8.9%	10
Other (please specify)	8.9%	10
Don't know/Not sure	0.9%	1

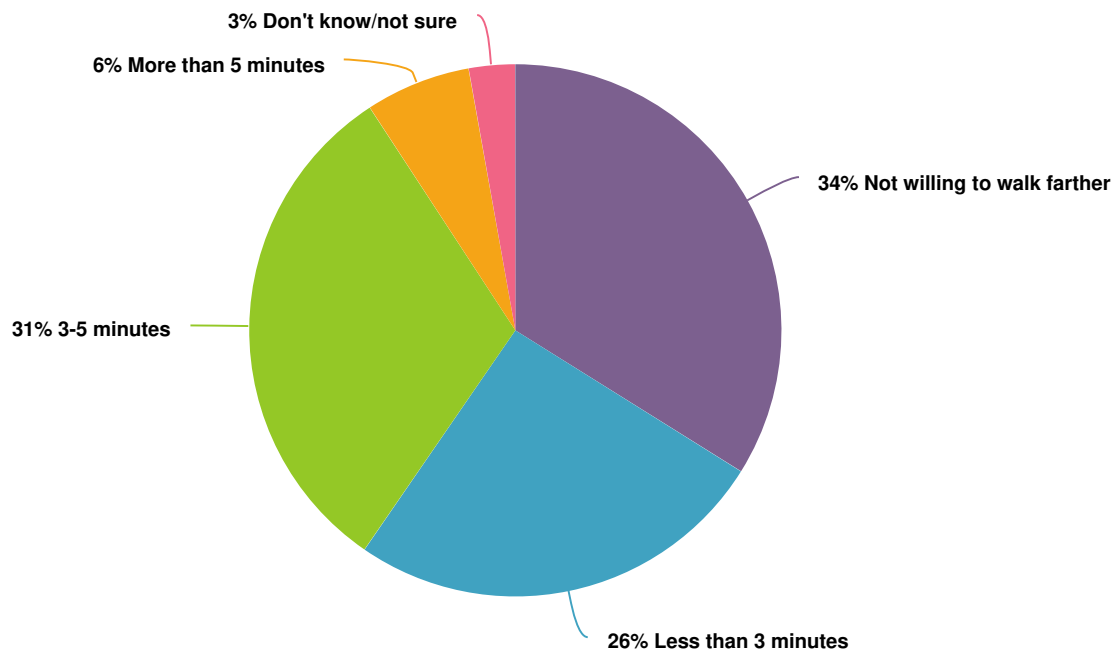
Totals: 112

Other (please specify)	Count
a betyter route	2
reduce number of empty streetcars	2
Equal treatment	1
Improve reliability of service	1
Improve reliability. Less cancellations and inaccurate wait times on website.	1
Stop cutting off service after SFSU	1
The train is very loud when it passes by my street can we make it quieter?	1
built a line under Stonestown mall	1
Totals	10

7. How strongly do you agree or disagree with the following statements:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure	Responses
The train comes when I expect it to Count Row %	6 5.6%	54 50.0%	23 21.3%	9 8.3%	15 13.9%	1 0.9%	108
The train is not too crowded Count Row %	36 33.0%	42 38.5%	14 12.8%	10 9.2%	7 6.4%	0 0.0%	109
The train stop I use meets my needs Count Row %	43 39.4%	34 31.2%	11 10.1%	9 8.3%	12 11.0%	0 0.0%	109
I feel safe getting on and off the train Count Row %	22 20.4%	32 29.6%	22 20.4%	19 17.6%	13 12.0%	0 0.0%	108
The M Ocean View is my preferred way to get to where I need to go Count Row %	40 36.7%	27 24.8%	25 22.9%	12 11.0%	5 4.6%	0 0.0%	109
Totals Total Responses							109

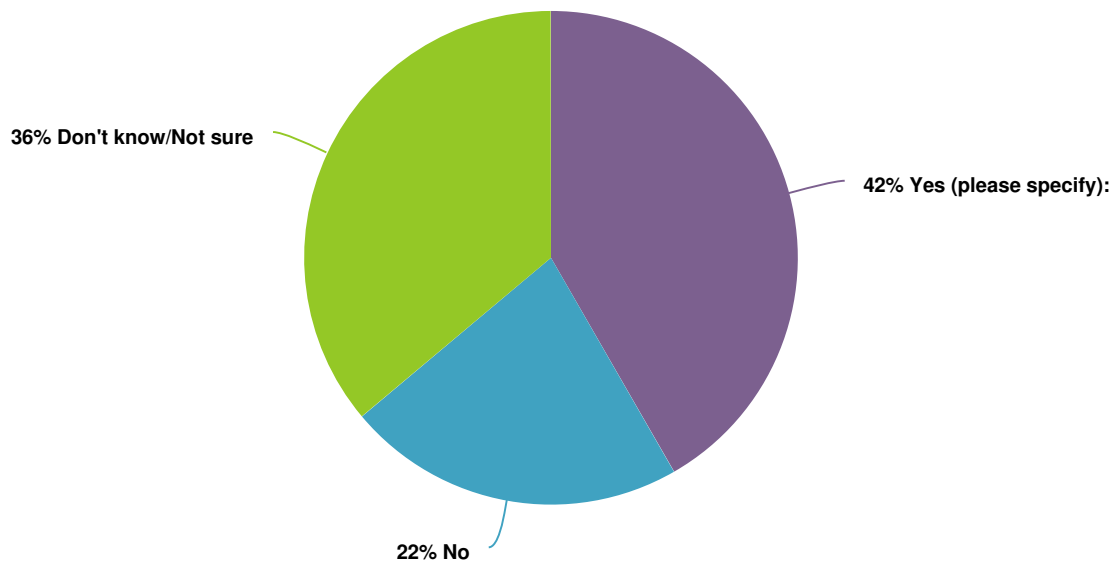
8. How much farther would you be willing to walk to your stop for more reliable transit service?



Value	Percent	Responses
Not willing to walk farther	33.9%	37
Less than 3 minutes	25.7%	28
3-5 minutes	31.2%	34
More than 5 minutes	6.4%	7
Don't know/not sure	2.8%	3

Totals: 109

9. Is there a specific location along the M Ocean View route where you think Muni should improve its service?



Value	Percent	Responses
Yes (please specify):	41.7%	45
No	22.2%	24
Don't know/Not sure	36.1%	39

Totals: 108

Yes (please specify):	Count
19th Ave	1
19th Ave & Junipero Serra Blvd	1
19th ave	1
At the Stonestown stop, heading towards downtown. Train has to wait to enter the station after left turn private autos. Something needs to be done to prioritize the train so it doesn't need to wait. A lot of time is wasted there.	1
Balboa Park Bart	1
Totals	45

Yes (please specify):	Count
Between West Portal station and 19th ave	1
Bright and Randolph	1
Byxbee and 19th	1
Corner of Lakeview and San Jose	1
Crossing 19th Ave, add crossing gates. Also improve stops at Ocean and Eucalyptus	1
Eucalyptus Avenue and signage along Mt Vernon for cars to yield	1
Eucalyptus Drive, stop is closest to lowell but I'd feel safer waiting on the edge of an alligator enclosure. No lighting at night, barely any space and I'm always worried about being dragged by the train.	1
Eucalyptus and 19th (inbound and outbound)	1
Everywhere	1
From SFSU to Balboa Station	1
From Stonestown outbound in the early evening (rush hour) the train should be more frequent	1
Getting through St. Francis Circle takes much too long	1
It would be great if a Stop sign was added to Randolph and Head or Randolph and Bright to improve pedestrian safety.	1
Less random switch backs	1
Make realtime outbound predictions available at Balboa Park	1
Mt Vernon & San Jose stop on the approach to Balboa Park	1
Nextbus predictions are particularly bad past the Stonestown stops	1
Orizaba	1
Outboard to balboa part station	1
Randolph and 19th	1
San Jose , Geneva	1
Totals	45

Yes (please specify):	Count
San Jose Ave and Geneva Ave	1
San Jose Ave and Geneva. The last stop is awkward and doesn't accommodate riders, especially during the current construction project on that corner.	1
San Jose and Geneva	1
San Jose and Geneva-last stop	1
Stonestown stop is rank and nas	1
Stops need to offer free wifi	1
The Broad corridor	1
The M muni past more often some time I was waiting for more the twenty five minutes	1
The entire route between Balboa Park and West POrtal is unsafe and unreliable Park and	1
The large intersection near St. Francis Woods.	1
The section of the route between SF State and West Portal can often be very slow due to the timing of traffic lights and the need to cross auto traffic	1
The segment between SFSU and Balboa park should be replaced by the J	1
There is always bottleneck at the West Portal tunnel	1
There should be a stop closer to Lowell high school	1
Wait time can be long at Westportal Station.	1
West Portal Ave	1
West Portal Station	1
crossing 19th ave, waiting on turning vehicles on 19th ave	1
improvements at Ocean	1
Totals	45

10. Do you have suggestions for how to improve M Ocean View service at this location?

ResponseID	Response
3	Walking to platform and San Jose for m. Dangerous getting in platform - traffic is nuts and may not see pedestriand walking
5	need to keep up with urban changes. Offer a pad to load clipper cards onboard
10	Please put more M muni and past more often some times I went late to work because I was waiting for long time or the m muni doesn't continue to work until west portal or San Francisco university after that I was walking to my job
14	The train is frequently delayed by traffic and traffic lights from Junipero Serra and 19th Ave to St. Francis Circle. It should have signal priority and dedicated lanes where it does not currently.
17	This location has a liquor store and a park with alot of individuals loitering, sleeping, alcohol drinking maybe drug dealing day and night. No bus shelter and cars parked on the sidewalk. Cars ignore the crosswalk and speed around the stopped train as riders cross in front of the train...accident waiting to happen.
18	Have the train stop in the intersection so that only one car is in the ROW when the doors are opened, so that it's at least 50% safer, move the stop signs for the trains out of the ROW so that there's less pinch points, add lighting
19	Add Crossing Gates like VTA light rail. Combine stops at Ocean and Eucalyptus into a new wider stop between Ocean and Eucalyptus
22	The traffic light at this intersection can take a very long time. It results in the train staying there for extended periods.
27	Sometimes, cars block the right of way for the M line causing delays.
28	There need to be specific boarding platforms that are safe for pedestrians, where cars will not pass the muni train to get ahead of the train. There need to be transit-only lanes, so car and bike traffic can safely pass the muni train. Also, there needs to be a stop sign at Byxbee/19th St, for the safety of pedestrians who often get off Muni to walk to their next destination. Cars speed around this corner. This will also improve safety of cyclists who use Byxbee/St Charles Ave as a bike route to Daly City BART and the OMI.

ResponseID Response

34 Give the M priority when it arrives at 19th and Winston (inbound direction towards downtown). Do something with the traffic signal at the intersection 94116 so that the M can just slide right on through or wait for less than a minute before arriving at the transit stop.

46 Eucalyptus and 19th ave. As I was a student at Lowell Highschool, I would routinely walk and wait at the nearest M stop to get to downtown. However, the Eucalyptus and 19th M stop is not even a stop. I believe that it needs an improvement through the years because it poses a great safety threat to students and passengers who wait at the stop. When the M arrives inbound and outbound, the train is less than a foot away from the people waiting at the stop. Although the street the M runs on is very tight, I strongly suggest an improvement to be made. Perhaps an addition of a Muni Pole that displays the sticker of the M train would be nice like other outdoor platforms. This area is completely empty which makes it difficult for people to know where to stand. If a platform cannot be constructed due to standards, at least a pole with the M sticker saying "M Inbound to Embarcadero" would be highly appreciated by the community. Also a visible sign saying "Caution, Tight space" so that students and people know not to stand too close to the track. Please take this highly into consideration. All the community and students are asking for is a visible M sign and additional safety. Thank you.

48 Clean It? Faster too tbh, that shit slow asf

51 There is absolutely no way to know when the next M train is coming since it is the first stop. The apps don't tell you. I even downloaded a pdf of the schedule and that is not followed. Therefore, this stop is worthless to me. I have waited for up to an hour even during peak times like 6pm and it is very cold. Even worse with the construction. There should be a very clear sign saying when the next M will be departing and it needs to be accurate and shared with apps.

52 More frequent service, board at the side of the road, post a sign for when the next vehicle is expected

58 Cars move far too quickly from Junipero Serra and 19th and getting off the train on Randolph feels dangerous

66 COME FASTER DRIVE FASTER WHY YOU ALWAYS LATE

68 The stop sign is a start but I'm surprised we haven't had another fatality given the volume and speed of traffic, lack of boarding islands, etc

70 Boarding islands

74 Never have I see the need for the M to need trains between Balboa park and SFSU. That segment can run the J instead. This also give folk at Oceanview better access to mission

ResponseID Response

76	At 19th & Winston, the M train should not have to share a lane with cars turning left. Between Winston and Eucalyptus, traffic signals should be adjusted so that the M train can more easily cross the auto lanes. At St. Francis Circle, the M and K trains should have signal priority ahead of auto traffic.
79	Trains should have more priority at cross streets
80	There should be transit signal priority crossing 19 avenue, and the train should not be delayed by vehicles on 19th ave.
85	Tunnel under St. Francis Circle to reduce congestion and wait times
86	Reduce speeds and near corner street parking to increase visibility and pedestrian safety.
87	Signage for cars to yield for passengers exiting the train
90	Randolph and Arch stop in both inbound and outbound directions is very unsafe/ I have repeatedly reported incident that a racist muni does nothing about in its "vision zero," "transit first," "equity transit" hypocrisy. For outbound Immediately putting in a curb extension to make cars slowdown going east on Randolph and turning south on Arch is required this is a glaring safety issue as we wait for train. An actual stop should longer term be built there. Inbound at that stop in front of Pilgrim church and IT Bookman center cars are double parking often locking train (a problem all along rout but most pronounced there) This is a stop and cars block us for boarding and exiting One day the city actually put a DRIVE THRU COVID testing in the area in front of the shelter/stop. Utterly shocking i the "transit first" "vision zero" SF And as for the "equity transit" as a white man being run over by black drivers there sure as Hell was no "equity transit" for me! Why has this stop not had a curb built out further into street the way you did for people on the n Judah line at their stops? Cars are blocking us from accessing transit! Also something must immediately be done about cars passing trains this is another problem All along route but it is especially dangerous at stop right after outbound trains crosses Juniperro Sera and at Arch Randolph stop sign I have been just missed multiple times being hit by cars passing trains in no passing zone at a stop sign! Muni aides abets the black and brown drivers because I am a white male lives do not matter! This is reckless dangerous attempted murder, more must be done right now to address this very urgent dangerous issue. Another is the dangerous crossing street at San Jose and Geneva made worse by your ONLY black lives matter sanctuary housing project at the Balboa Park BART station. We have to walk into middle of street to board M inbound and cars turning right on San Jose from Eastbound Geneva and they have to go into middle of street to make this turn practically hitting us!!! Neither BART nor Muni does anything about it that is unacceptable. You have a legal obligation to make it safe. It also not safe and a civil rights violation you only out communications in no-English languages denying my access to services!.

ResponseID Response

92	The outbound train always stop service after SF State university and i would have to wait more than 30 minutes for another train to get home with my groceries or with my kid waiting in cold. Service all the way to Balboa park for transit always get neglected.
94	Deliver rides according to the promised schedule! I often find that I can walk to BART and get downtown faster with BART than by taking the M.
97	Both inbound and out bound trains frequently back up outside West Portal Station. A transit prioritized traffic signal there would reduce travel times. The West Portal platforms seem long enough to load two 2 car trains simultaneously on each side but only half the platform ever seems to get used.
101	As a homeowner in Oceanview, I pay property, sales tax, misc. taxes in the County of San Francisco. I deserve just as good of service as the people who reside near SFSU. Stop putting people off the M train after the driver gets to SFSU.
102	Please do something to upgrade this IB and OB train stop at this location: 19th Ave & Junipero Serra Blvd. I had seen many times passengers getting hit by cars from boarding on and off the train at this location. OB side, cars tend to race with the train for the green light and always cut in front of the train to make the left turn up to Sargent St. Also, cars making right turn off the Gas Station and speed up without yielding to passenger at this location. For IB side, please make a boarding island for passenger to board instead of having passenger walking off the curb from the Auto Bodyshop or sometime passenger wait on the street where cars driving by. Again, when this location have a Green traffic light, all cars just hit the pedal to the metal without yielding to pedestrians or Muni passengers.
105	I wish that M goes to downtown via. Balboa Station/Church to take more time inner SF route and/or M takes Balboa/Chuch/Van Ness north bound to get to PAC Heights area.
108	Don't discharge large groups of pedestrians into street where they all jay-walk to get to transit points. Create transit hub for safety. Connect M car with other lines at Balboa.
109	Safer access to Platform area
110	Yes - get rid of the shuttle service that only travels between market street stops and West Portal station.

11. Do you have anything else to add about the M Ocean View?

ResponseID	Response
2	when I exit at Randolph and Junipero Serra, i am paranoid about getting hit by car.
3	Keep carts clean please
5	Each stop needs to be clearly lit and offer wifi
6	No
9	声音,秩序和清洁
10	Past more often and don't let me get out from the m muni to wait for another because I went late to my work
12	I usually take BART downtown instead because of faster travel time.
13	Should have a stop closer to Mission Street
14	-Sometimes I have to watch for traffic when exiting at Lakeview because there the passenger exit is in the travel lane. -Double parking can cause delays on San Jose, Broad, and Randolph Streets. Recently the train was stuck behind a double-parked car on Randolph for several minutes. -The train should have a protected crossing at Eucalyptus and at Ocean. Last fall a careless driver tried to sneak ahead of the train at the stop sign and the train slammed its brakes, toppling an elderly passenger who had just boarded, and causing a delay. -The NextBus predictions are often wrong for trains going inbound from Balboa Park at Lakeview. -The train reliability has gotten better this year compared with two years ago.
17	Randolph street should have islands like on Market street because the step up and down from the train door is extreme for seniors...might also help with the speeding on Randolph and sideshows.
18	No
19	Also need to fix saint francis circle. Stress the importance of On Time Terminal Departures to operators
21	Thank you so much for the improvement at St Francis Circle.
22	The predictions for this line are incredibly unpredictable, especially when trying to gauge when the train will leave Balboa Park. Also, the M Ocean View can sometimes not come for 30 minutes, and then all of a sudden there will be a slew of them. If you miss it, you're out of luck.

ResponseID Response

23	YES! thank you so much for improving the wait times at St. Francis Circle. WooHoo!!!!
27	It would be cool to see more functional M Ocean View bus shelters.
28	Transit-only lanes and bike infrastructure need to be prioritized.
32	Generally works well. Not very frequent later in the evening. Some safety improvements on 19th and Randolph area would be welcome.
33	Please don't shorten the route, we need access to both West Portal and Bart at Balboa Station.
37	No
38	No.
44	no
46	Clean up at Stonestown M platform. The platform at Stonestown generates a large amount of trash, waste and graffiti along with the deteriorating paint and chairs. This subway platform needs MAJOR improvement as it is a high trafficked area. A high trafficked area should be up to date and clean to maximize the use of it. If stations are dirty and filled with faded old paint, no one will want to use it. A repaint and community cleanup along the train tracks and station would definitely brighten up the dim lit station and allow transit riders to enjoy their ride better. No one wants to wait at a trash and old stop. Please take this to the highest consideration.
47	No
48	I love her < 3 but stop the backups going into west port station. It gets stopped there for like 15 mins and makes me late all the time >:(im triggered
51	I liked it better when it was just the bus. I think a shuttle bus that was consistent and reliable between West Portal and Balboa Park Bart would be much better. Get rid of the ramps. The traffic backs up behind the train on Randolph and then people create a dangerous situation. And then it could wait at Balboa Oark Bart and riders could board the bus instead of waiting in the cold and have an accurate departure time. Also the M is very dangerous. I walked by the shortly after the young boy was killed a few years ago. I have seen several near misses. The first San Jose stop is super dangerous because there is traffic going past and they never stop. Almost saw someone hit the other day
54	Love muni but as I sit stuck at the light for the last 20 mins on the train I can't help but think there is room for improvements

ResponseID Response

55	<p>the stop that I get on the train (at eucalyptus st., outbound) has very little space next to the train along the stop, making it potentially dangerous as it is extremely easy to get in front of the train while it's moving. additionally, it has no seats, shade, or anything that makes waiting at a train stop bearable. this is also true for the inbound direction</p>
56	<p>When traveling on Randolph St. between the Arch St. and Bright St. stops, there are two stops signs the train has to stop at on two consecutive blocks. This affects travel times, as well as the ride quality as lurches forward and to a stop several times in quick succession. If the stop signs were removed for traffic traveling on Randolph, or some exception for the train was made, it would improve ride quality noticeably.</p>
57	<p>The train is inconsistent and never on schedule. It takes a very long time to get downtown or to BART. And it doesn't feel safe. Muni is doing nothing about the safety of its passengers. I understand the drivers don't want to get hurt either. But it's just not ok.</p>
58	<p>Giving the M Ocean View better priority and improving pedestrian safety throughout the corridor.</p>
59	<p>Great train, just needs to come a bit more often/reliably</p>
61	<p>The M street are is essential to my everyday travels.</p>
62	<p>Would love to improve frequency & ease of transfer between KT and M line</p>
63	<p>no</p>
66	<p>No but you guys make me late to everything</p>
68	<p>A big topic because I know it ties into many other plans, but if there was direct service from Church and Duboce along the J tracks, through Balboa Park without transfer to SFSU or thereabouts, that would improve a number of my trips (for example from Dolores Park to Lakeview and San Jose)</p>
69	<p>The stop near Philz coffee is dangerous! No crosswalk!</p>
70	<p>Orizaba intersection is awful. It is a very confusing intersection and it's difficult to figure out where it's safe to walk. Bus stops are not clearly marked either so I don't always know where to catch the bus if I walk to a different stop. Also, an alert for cars where boarding islands are so drivers know that a pedestrian is getting on or off the train would be helpful.</p>
72	<p>Beautify the route</p>
74	<p>Turn the M to a 4 train that run from downtown to SFSU. And the rest can be replaced by the J</p>

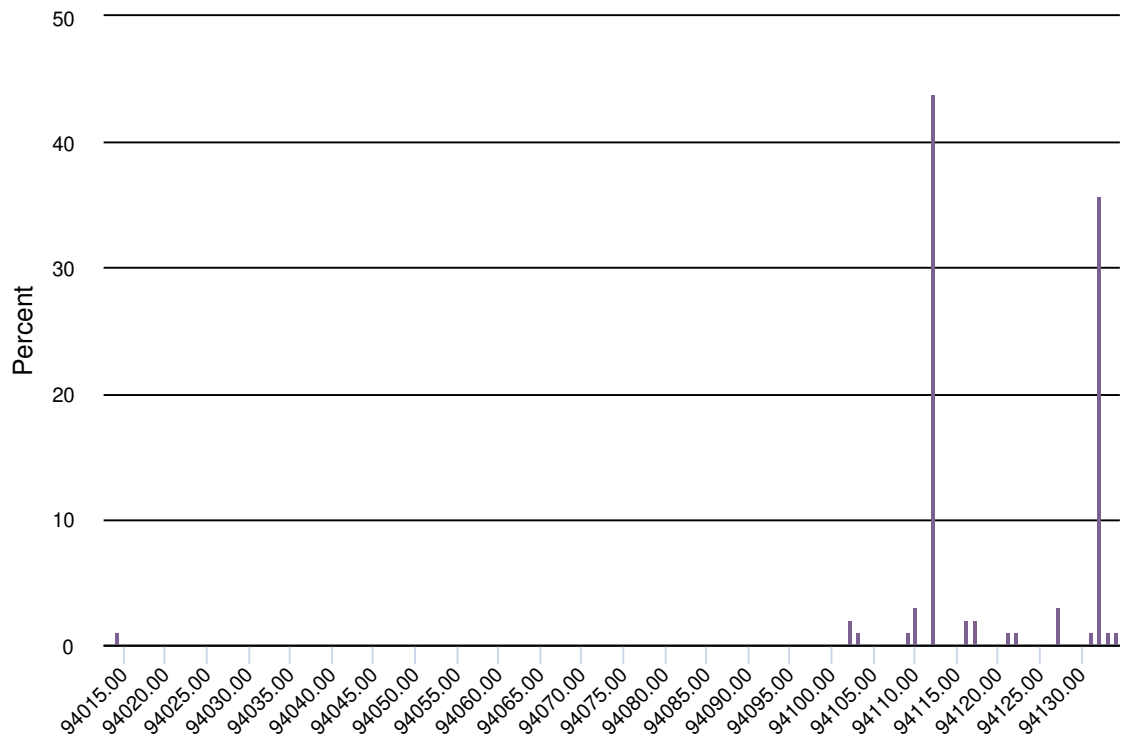
ResponseID Response

75	Street operations at St. Francis Circle, 19th Ave. & Right of Way, and Junipero Serra & 19th Ave. take a lot of time, increasing the travel time, reducing overall speed of service. Would be great to optimize and reduce if possible.
76	Near the beginning of the route (between Balboa Park and Arch/Randolph), prediction times for the next train are frequently inaccurate. Sometimes it will continuously predict a train in a certain amount of time (e.g. 7 minutes) when clearly no train has started the route. Other times, it will say that no train is coming for 25 or 30 minutes, and then suddenly update to 5 minutes or something once a train starts the route. This makes it hard to tell if there is a problem with the train necessitating using an alternate route.
81	Better timing with the connection bus
84	a better route
87	The two stops of Ocean and Eucalyptus are dangerous because there is almost no room to avoid the train. Those that board have to squeeze behind the yellow line in order not to get hit or up against walls to avoid the train. Also visibility of pedestrians for the driver of the train at the two stops (really at night) is not great.
90	Deplorable, unreliable service as an example this is daily. Times are inaccurate on signs calling 311 no help but MAJOR attitude!!! Just this Monday, June 13th, I waited from 5:50am until 6:43am in vain for an M in either direction at Arch/Randolph bound train even though wanted the inbound finally at 6:43 am an outbound train arrived. Late for work 311 provided no information this is everyday. Even at Embarcadero I watch as three K or 2 S go by and signs say M 2 minutes then sign changes M in 6 min then down to 2 then back to 10 minutes! And a 2 minute wait turns into 25 minutes!!!! There is so much more to say not enough space here for all of it. N,J, K/T never get this lack of service and reliability, IN fact T/K was first line back after Covid due to servicing black neighborhood even though alt of line duplicates other lines. M does not duplicate out in Ocean View anything!
92	Be more on time and all the way to the destination is a must for M.
93	no
94	Nextbus predictions are not at all reliable, especially between Stonestown and Balboa Park BART. There are often phantom trains shown on the prediction that never arrive, trains that get stuck and will be arriving in, say, 5 minutes, but it will say 5 minutes for an extended period of time because the streetcar doesn't come. If you could just make the Nextbus predictions reliable it would be almost acceptable to use the M.
95	Please don't switch back trains at sf state university we need to go to ocean view always

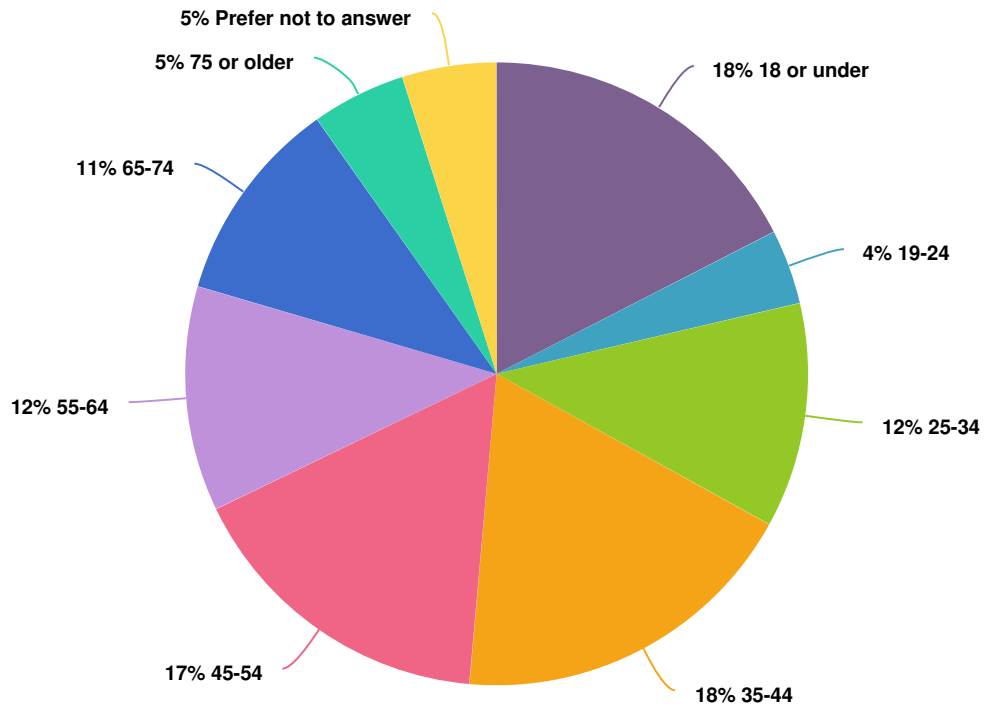
ResponseID Response

96	Reason for not using M all the time is the long transit time.
100	I don't like the M line travels less than 10MPH because the driver finds he drives the train ahead of schedule!
101	No.
102	In general, I would say M line route safety, stop amenities and access for disabilities is WAY OVERDUE to get improvement on. Most of the train stops from 19th Ave & Junipero Serra Blvd toward Balboa Park Station need to get renovate for Passenger and Pedestrian Safety. If you guys can remove parking spaces to build a permanent Bus Zone with bus shelter, why not doing the same for the M line as well?
105	It is a good line for us in OMI areas to commute to downtown. But I want more options to travel to Japan town/Pac Heights/Marina route. Also, please increase safety since a lot of hate crime targeting Asian in our area.
107	A lot of times cars double park and block the M muni. They just don't care about public
109	Consistent arrival times
110	get rid of the shuttle
112	Arrival times run very in line with the online service but the arrival times on the signs at the Embarcadero Station sometimes either don't happen or come later.

12. What is the zip code of your primary residence?



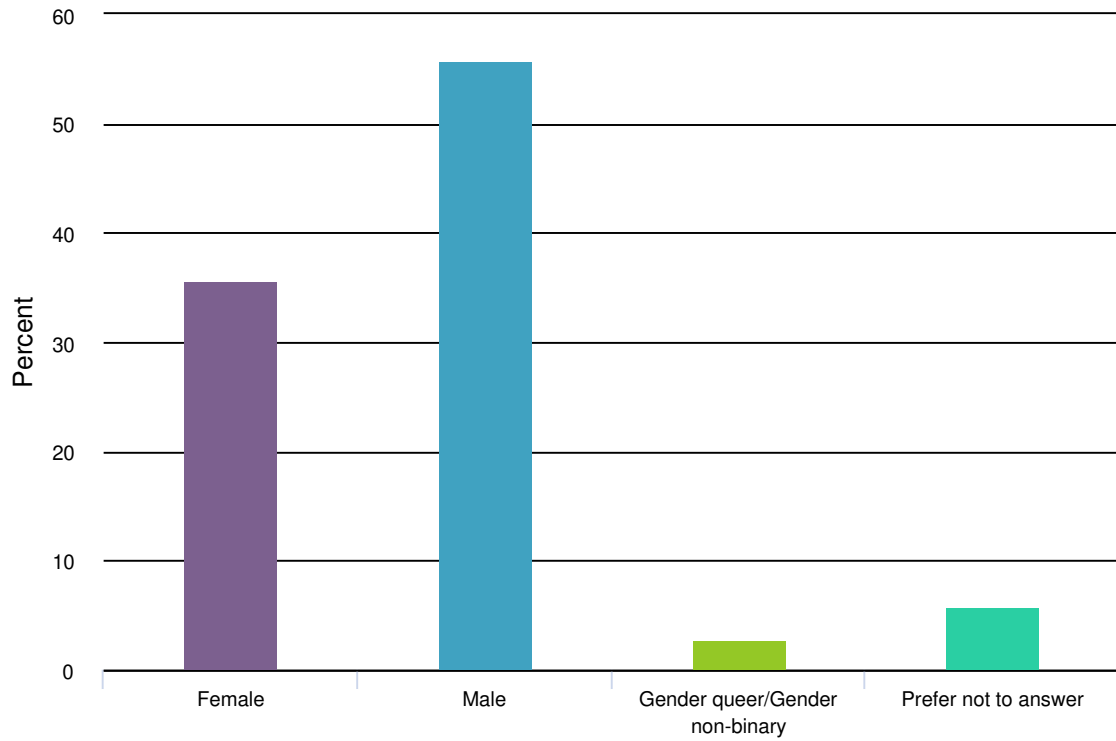
13. What is your age?



Value	Percent	Responses
18 or under	17.5%	18
19-24	3.9%	4
25-34	11.7%	12
35-44	18.4%	19
45-54	16.5%	17
55-64	11.7%	12
65-74	10.7%	11
75 or older	4.9%	5
Prefer not to answer	4.9%	5

Totals: 103

14. How do you describe your gender identity? Select all that apply.



Value	Percent	Responses
Female	35.6%	37
Male	55.8%	58
Gender queer/Gender non-binary	2.9%	3
Prefer not to answer	5.8%	6

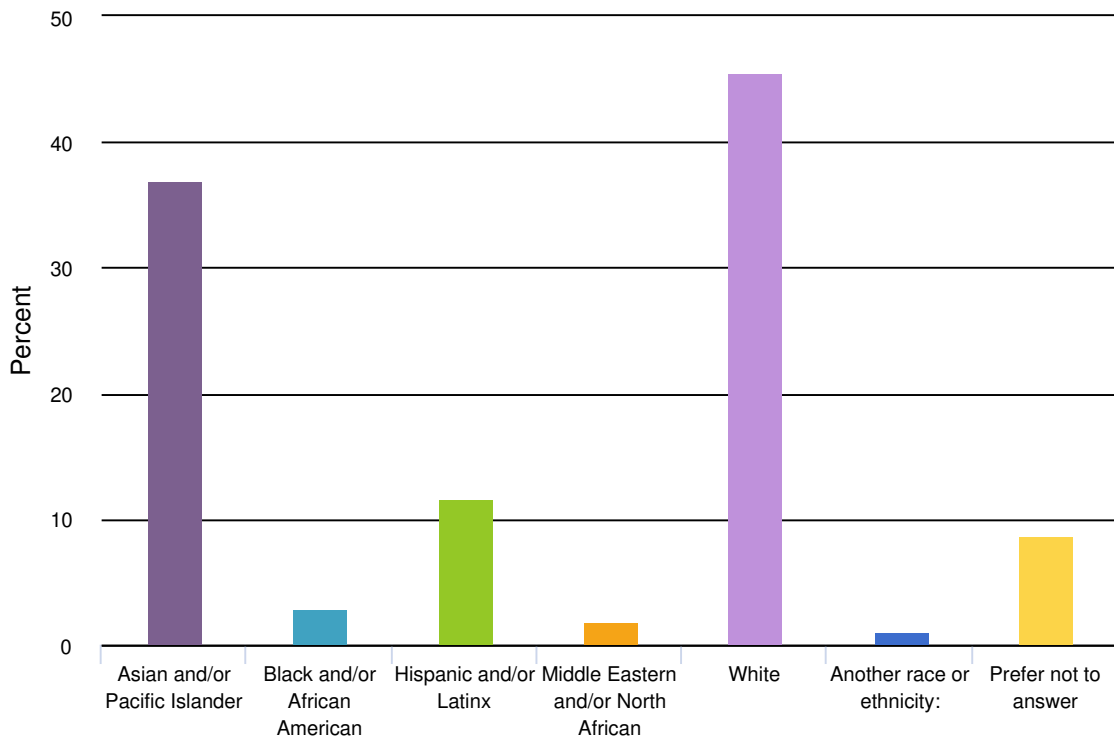
Not listed. Please specify:

Count

Totals

0

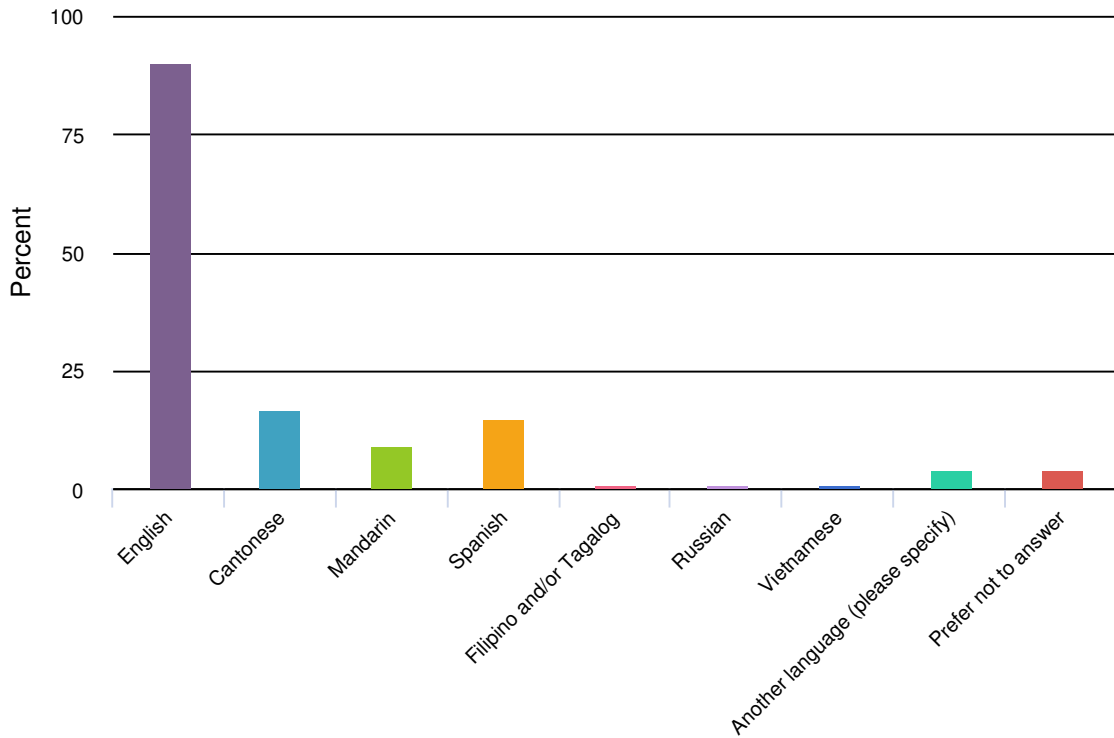
15. What race and/or ethnicity do you identify with? Select all that apply.



Value	Percent	Responses
Asian and/or Pacific Islander	36.9%	38
Black and/or African American	2.9%	3
Hispanic and/or Latinx	11.7%	12
Middle Eastern and/or North African	1.9%	2
White	45.6%	47
Another race or ethnicity:	1.0%	1
Prefer not to answer	8.7%	9

Another race or ethnicity:	Count
West Asian	1
Totals	1

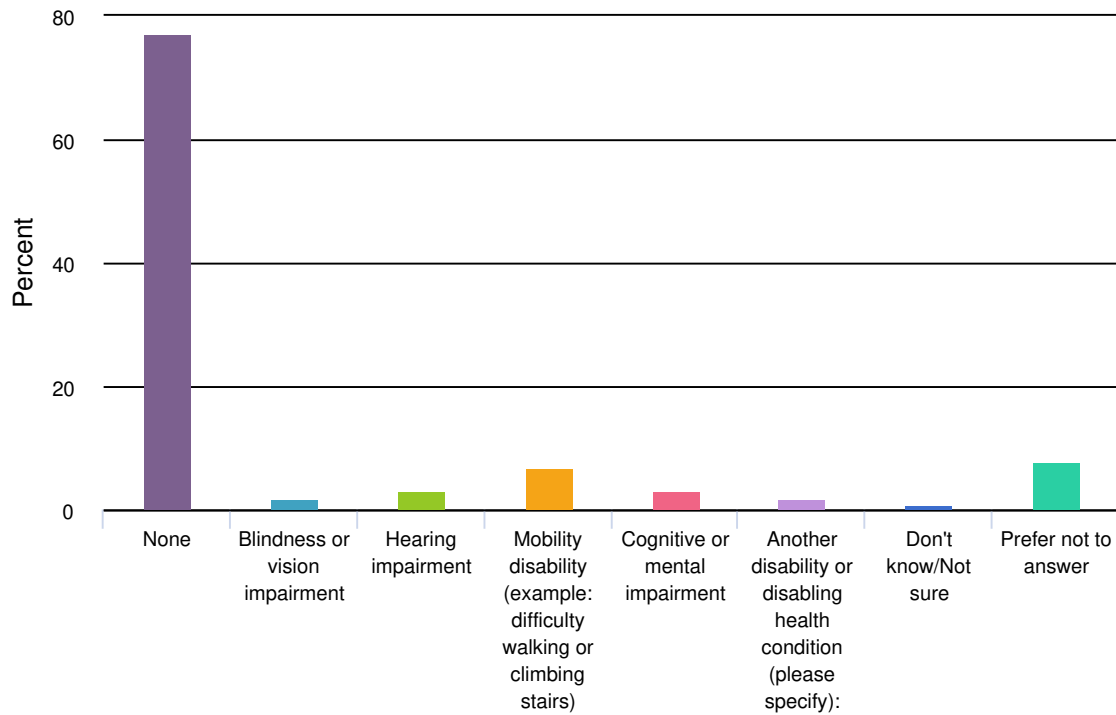
16. Please select all languages that you speak at home. Select all that apply.



Value	Percent	Responses
English	90.2%	92
Cantonese	16.7%	17
Mandarin	8.8%	9
Spanish	14.7%	15
Filipino and/or Tagalog	1.0%	1
Russian	1.0%	1
Vietnamese	1.0%	1
Another language (please specify)	3.9%	4
Prefer not to answer	3.9%	4

Another language (please specify)	Count
Japanese	2
French	1
Italian, Klingon	1
Totals	4

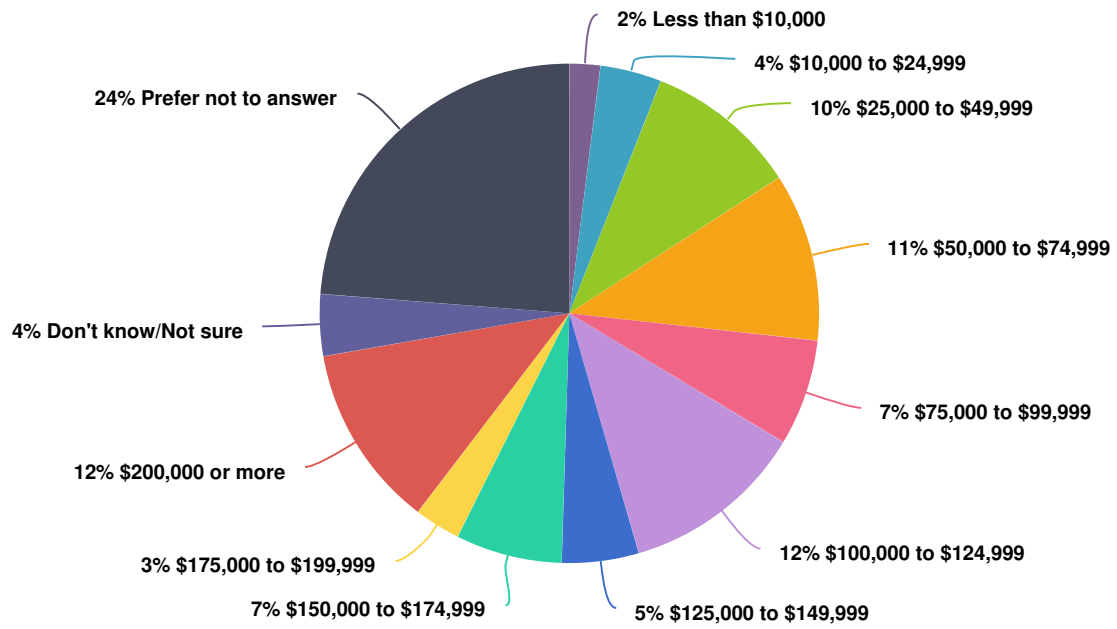
17. Do any of the following disabilities currently affect your daily life? Select all that apply.



Value	Percent	Responses
None	77.2%	78
Blindness or vision impairment	2.0%	2
Hearing impairment	3.0%	3
Mobility disability (example: difficulty walking or climbing stairs)	6.9%	7
Cognitive or mental impairment	3.0%	3
Another disability or disabling health condition (please specify):	2.0%	2
Don't know/Not sure	1.0%	1
Prefer not to answer	7.9%	8

Another disability or disabling health condition (please specify):	Count
Balance issues	1
I have a time wasting allergy, which makes muni hard to use	1
Totals	2

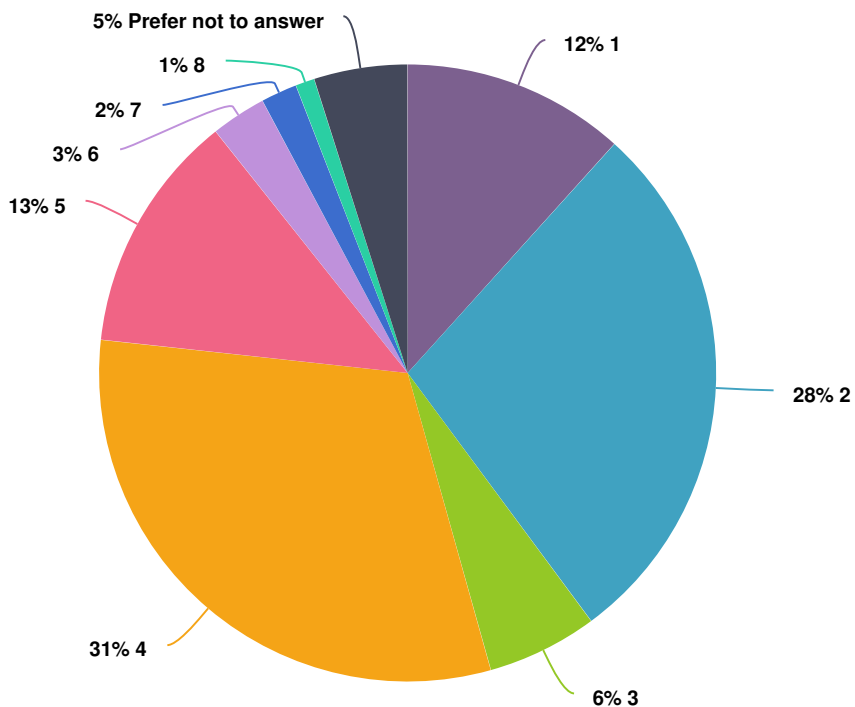
18. What is the total annual income (before taxes) of everyone in your household?



Value		Percent	Responses
Less than \$10,000		2.0%	2
\$10,000 to \$24,999		4.0%	4
\$25,000 to \$49,999		9.9%	10
\$50,000 to \$74,999		10.9%	11
\$75,000 to \$99,999		6.9%	7
\$100,000 to \$124,999		11.9%	12
\$125,000 to \$149,999		5.0%	5
\$150,000 to \$174,999		6.9%	7
\$175,000 to \$199,999		3.0%	3
\$200,000 or more		11.9%	12
Don't know/Not sure		4.0%	4
Prefer not to answer		23.8%	24

Totals: 101

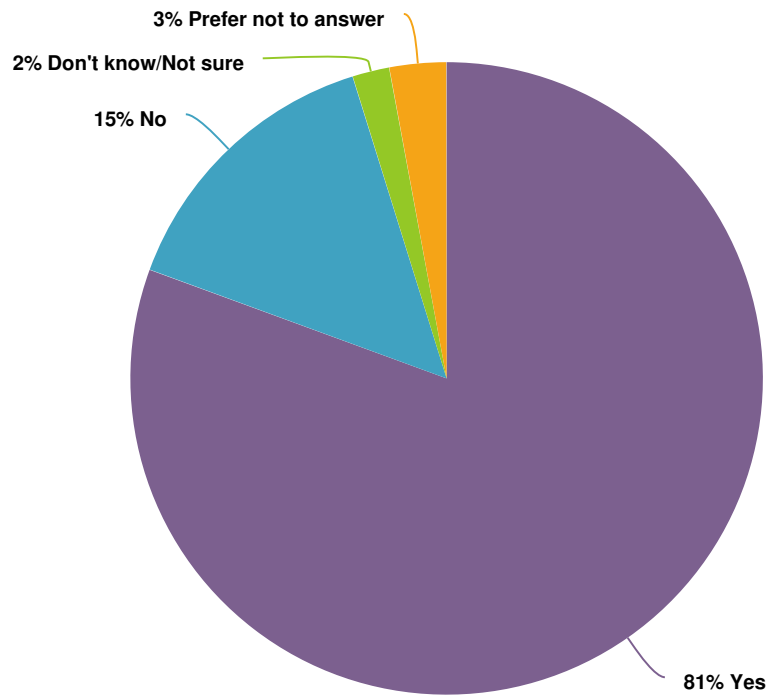
19. How many people are in your household?







Value	Percent	Responses
1	11.7%	12
2	28.2%	29
3	5.8%	6
4	31.1%	32
5	12.6%	13
6	2.9%	3
7	1.9%	2
8	1.0%	1
Prefer not to answer	4.9%	5

Totals: 103

20. Do you or someone in your household own a car that is used for transportation in San Francisco?



Value		Percent	Responses
Yes		80.6%	83
No		14.6%	15
Don't know/Not sure		1.9%	2
Prefer not to answer		2.9%	3

Totals: 103