

Report for M Ocean View Transit and Safety Project Neighborhood Survey

Response Counts

Completion Rate:

100%



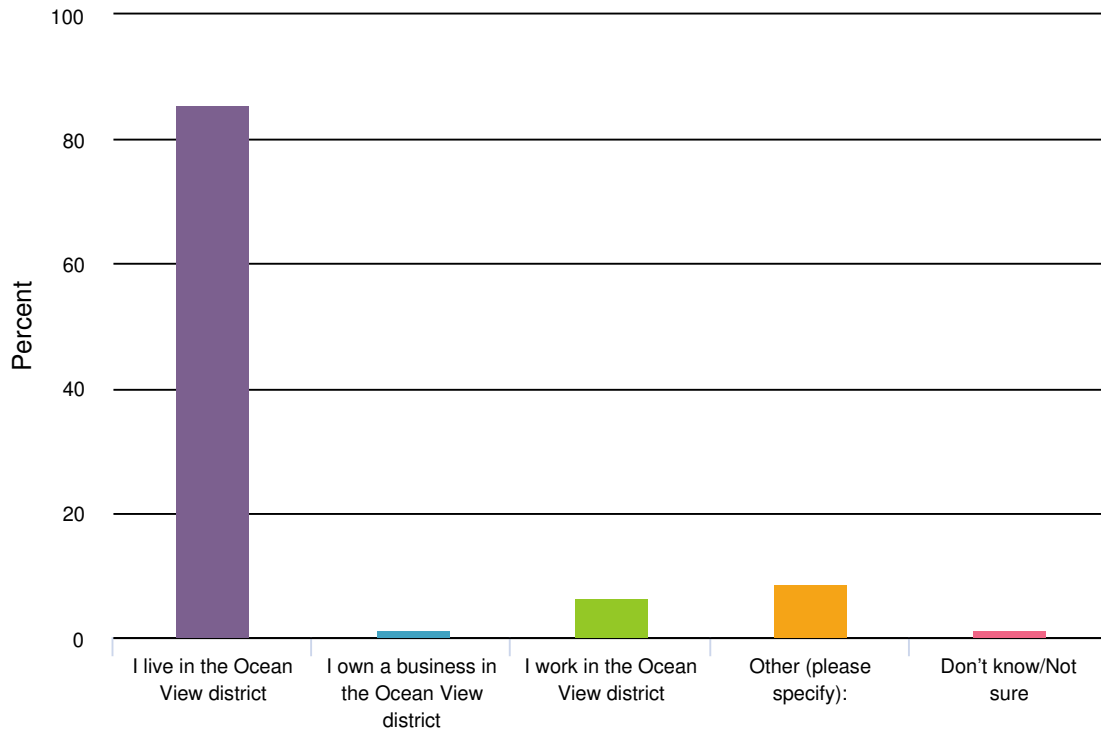
Complete



153

Totals: 153

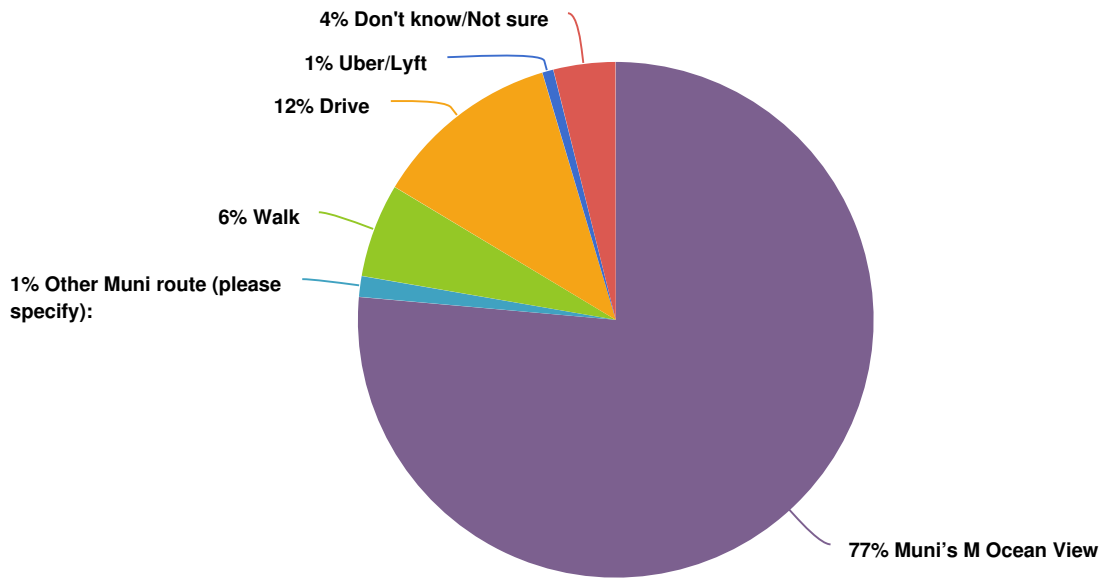
1. What is your relationship with the Ocean View district? Select all that apply.



Value	Percent	Responses
I live in the Ocean View district	85.6%	131
I own a business in the Ocean View district	1.3%	2
I work in the Ocean View district	6.5%	10
Other (please specify):	8.5%	13
Don't know/Not sure	1.3%	2

Other (please specify):	Count
Commute through on the M	1
I live in Ingleside	1
Live elsewhere in the city and occasionally travel through on the M	1
Shopping	1
doctor appts	1
drive through	1
i live in ingleside heights	1
near by	1
ride the m	1
school/child's daycare	1
stnestun	1
Totals	11

2. How do you most often travel in the Ocean View district? Select one.

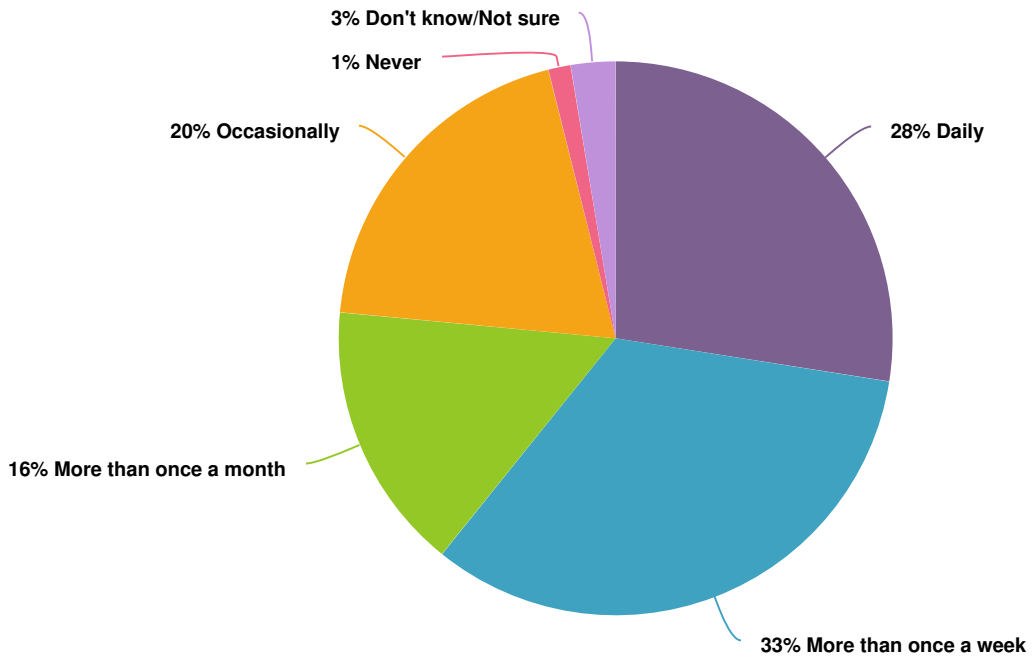


Value	Percent	Responses
Muni's M Ocean View	76.5%	117
Other Muni route (please specify):	1.3%	2
Walk	5.9%	9
Drive	11.8%	18
Uber/Lyft	0.7%	1
Don't know/Not sure	3.9%	6

Totals: 153

Other Muni route (please specify):	Count
54,57	1
K	1
Totals	2

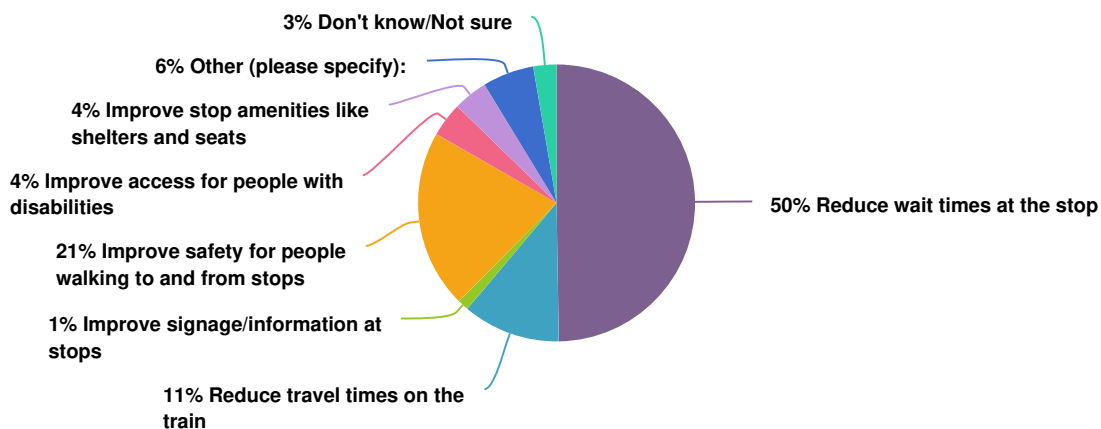
3. How often do you currently take the M Ocean View?



Value	Percent	Responses
Daily	27.5%	42
More than once a week	33.3%	51
More than once a month	15.7%	24
Occasionally	19.6%	30
Never	1.3%	2
Don't know/Not sure	2.6%	4

Totals: 153

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

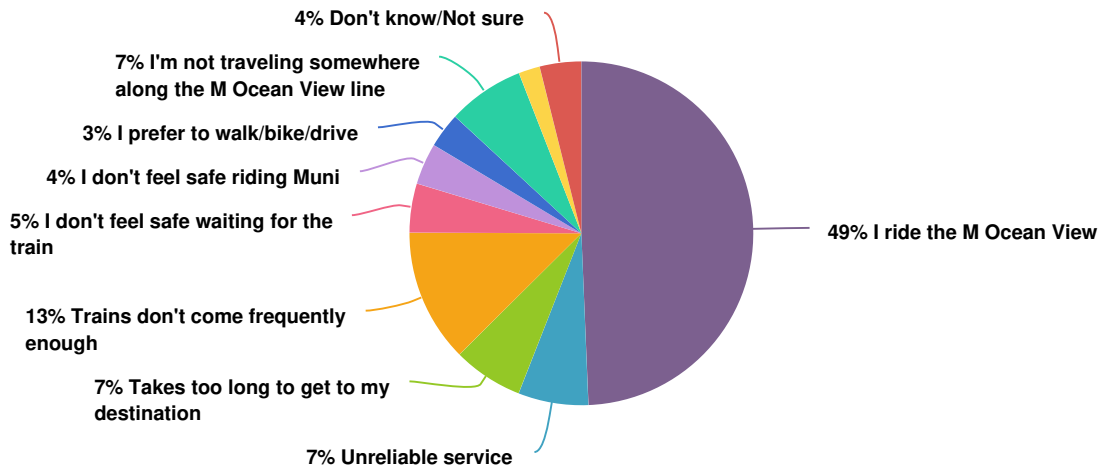


Value	Percent	Responses
Reduce wait times at the stop	49.7%	74
Reduce travel times on the train	11.4%	17
Improve signage/information at stops	1.3%	2
Improve safety for people walking to and from stops	20.8%	31
Improve access for people with disabilities	4.0%	6
Improve stop amenities like shelters and seats	4.0%	6
Other (please specify):	6.0%	9
Don't know/Not sure	2.7%	4

Totals: 149

Other (please specify):	Count
Not lose any parking spaces, and ease of driving	1
Reduce noise from older trains	1
Reduce noise of train operation	1
Sat, Sun, Holidays morning, need car directly go to downtown, more car at weekday earlier morning	1
Sat, Sun, Holidays morning, need car directly to downtown, more car at weekday earlier morning	1
When the Muni makes turns, especially at the corner of Orizaba and Broad, it makes incredibly deafening screeching sounds, which is terrible for riders and residents.	1
improve safety getting on app muni	1
make it quietier	1
Totals	8

5. What is the main reason you do not use the M Ocean View?

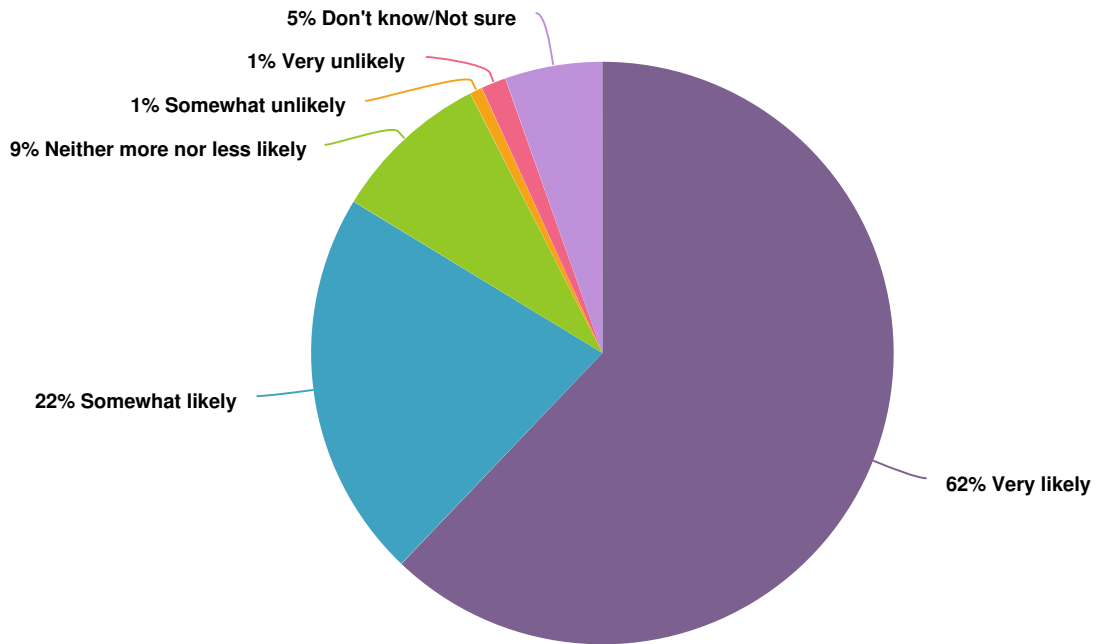


Value	Percent	Responses
I ride the M Ocean View	49.3%	75
Unreliable service	6.6%	10
Takes too long to get to my destination	6.6%	10
Trains don't come frequently enough	12.5%	19
I don't feel safe waiting for the train	4.6%	7
I don't feel safe riding Muni	3.9%	6
I prefer to walk/bike/drive	3.3%	5
I'm not traveling somewhere along the M Ocean View line	7.2%	11
Other (please specify):	2.0%	3
Don't know/Not sure	3.9%	6

Totals: 152

Other (please specify):	Count
Does not serve her transit needs (work, events for kids, etc)	1
M Ocean View screeches too loud on turns.	1
no direct line coming from bernal heights	1
Totals	3

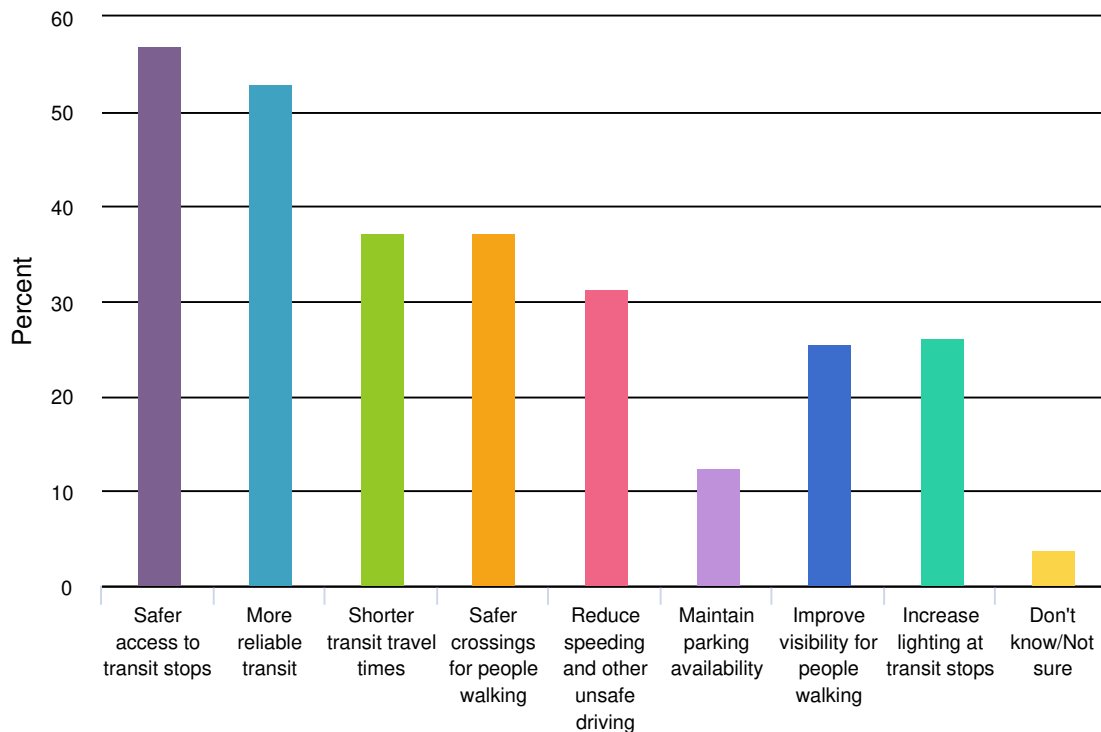
6. If M Ocean View service and/or amenities were improved, how likely are you to ride the train more than you currently do?



Value	Percent	Responses
Very likely	62.2%	92
Somewhat likely	21.6%	32
Neither more nor less likely	8.8%	13
Somewhat unlikely	0.7%	1
Very unlikely	1.4%	2
Don't know/Not sure	5.4%	8

Totals: 148

7. Which transit and safety goals for the Ocean View district are most important to you? Select all that apply.



Value	Percent	Responses
Safer access to transit stops	56.9%	87
More reliable transit	52.9%	81
Shorter transit travel times	37.3%	57
Safer crossings for people walking	37.3%	57
Reduce speeding and other unsafe driving	31.4%	48
Maintain parking availability	12.4%	19
Improve visibility for people walking	25.5%	39
Increase lighting at transit stops	26.1%	40
Don't know/Not sure	3.9%	6

9. Would you support the following transit and safety improvements?

	Very likely support	Somewhat likely support	Neither support nor oppose	Somewhat likely oppose	Very likely oppose	Don't know/Not sure	Responses
Wider sidewalks or boarding islands at train stops Count Row %	62 48.4%	33 25.8%	13 10.2%	4 3.1%	7 5.5%	9 7.0%	128
Traffic signals that stay green longer for trains Count Row %	58 45.7%	35 27.6%	13 10.2%	4 3.1%	2 1.6%	15 11.8%	127
Wider sidewalks at corners ("bulb outs") Count Row %	53 42.1%	35 27.8%	12 9.5%	5 4.0%	5 4.0%	16 12.7%	126
Dedicated transit lanes on wider streets, such as San Jose Ave. (left turns would still be allowed) Count Row %	51 40.2%	32 25.2%	20 15.7%	3 2.4%	8 6.3%	13 10.2%	127
Consolidating closely spaced train stops Count Row %	42 33.1%	33 26.0%	13 10.2%	10 7.9%	13 10.2%	16 12.6%	127

	Very likely support	Somewhat likely support	Neither support nor oppose	Somewhat likely oppose	Very likely oppose	Don't know/Not sure	Responses
Flashing "pedestrian crossing" signs at crosswalks	69 54.8%	32 25.4%	13 10.3%	1 0.8%	1 0.8%	10 7.9%	126
Count							
Row %							
Totals							
Total Responses							128

10. Do you have anything that you'd like to add about the M Ocean View or the project corridor (between Junipero Serra Boulevard and San Jose and Geneva avenues)?

ResponseID Response

ResponseID	Response
1	the train doesn't have its own lane so cars either get trapped behind it or speed around it at the risk of hitting pedestrians. a bus could run just as frequently and cars could pass it safely. when the M train is out of service and replaced by a bus the bus is always more on time and more frequent too.
2	My stop is the 19th Ave/Junipero Serra Blvd/N. Randolph St. with the M going towards the Balboa Park direction. Lots of cars seeming drive by when the doors of the MUNI trains are open. I'm not sure how to resolve this issue, but maybe a island corridor or simply more police enforcement.
7	Make improvements to existing boarding island on San Jose. Otherwise, leave the street alone. There is not enough traffic volume that creating a red lane is necessary. Adding boarding islands along Randolph and 19th Avenue may be a nice amenity but little else needs to be done. Quit wasting taxpayer's money.
8	Muni should be allowed to deny individuals who's odor is beyond being musty, I.e. someone saturated in urine smell.
9	Balboa park corridor: too many pedestrians crossing through the Geneva median (jay walking). This is very dangerous for drivers, I can't see them pop out. Especially at night! The area is not well lit. The San Jose and Geneva intersection should have a pedestrian only signal (like the crossings in Tokyo). Pedestrians can walk across or diagonal. The off and on ramps to 280 should also have pedestrian only signals.
10	It's all about safety. Islands are extremely dangerous. Asking elderly people with mobility issues to stand on an island unprotected from cars is highly dangerous. Cars that are speeding can easily hit people standing on an island. I see cars repeatedly go around the trains and people getting off the train can easily be hit. Islands put people's safety at risk and are not recommended.
11	I'd love to focus on pieces of pedestrian comfort that will be important regardless of mode
13	Please improve muni stop islands at Lakeview and other similar stops. Also, next muni predictions after Balboa Park station always seem to not work for the inbound train...please consider fixing this.
14	Please install safety measures that would reduce amount of times train operators need to use their alarm horn in the neighborhood

ResponseID Response

15	brighter lights at station that do not have platforms. (ie. randolph and 19th). I used to live other side of town and feel very safe taking the F/ 8/ 30 and 47 even late at night because it's brighter. I rarely drove. Not on safety, but the train is also extremely loud going through certain parts of the track.
19	Sat, Sun, Holidays morning, really need car directly go to downtown more car at weekday earlier morning
20	Sat, Sun, Holidays morning, need car directly to downtown more car at weekday earlier morning
21	Please grease the tracks or find other ways to reduce the deafening screeching noises from the Muni. Particularly an issue at the corners of Broad and Orizaba and Orizaba and Randolph.
22	It's hard to get on and off of the train since they can't lower their stairs for those with mobility disabilities.
24	I use a walker. The nearest ramp for me to board unassisted is at Arch and Randolph, 3 blocks from home. Okay in the daytime, but too dark on Randolph at night. The problem is that the places I go are not near accessible boarding. I can get the walker down the high streetcar steps with some difficulty, but I cannot get it up the steps unless someone helps me. It is even worse for wheelchair users. There is not room for as many ramps as necessary. So the streetcars should have ramps or wheelchair accessible elevators like the buses. They should also have racks for bikes like buses. Also, closely spaced stops is good - consolidating them is bad. One reason I rarely travel on Broad Street or San Jose is the lack of handicap ramps. Getting off the train at Balboa Park or across San Jose and Geneva to BART is extremely unsafe. The M should loop through BART like the K or J trains.
31	Muni drivers need to be respectful of passengers especially of those with disabilities, mothers with kids, and senior citizens. They are most of the time unmindful of those who are trying to catch up with the train.
37	Connecting the OMI with the J line works better for me.
39	Overall, I think service has improved. Very efficient. The drivers are attentive. Bus service on the M is regularly happening. Service from San Jose and Geneva happens consistently in the morning. Service on Arch and Randolph at 6pm can be either hit or miss; missed trains all at once or nothing. Maybe space them better.
40	People speed down Farallones Street and other parallel streets to Broad and it's very unsafe.
41	Too many cars run stop lights, stop signs, speed too fast. Very low police presence, need more police presence.

ResponseID Response

42	I would like the M line to be safer. Try to prevent impatient cars from going around the trains. I would also like to see improvement with the noise of the trains. They are extremely loud at times.
47	Stop the double parked cars on Broad and Capitol where we can not get off muni at times. Also, do not leave enough space for cars to pass on the left. I have often been almost hit at times by this illegal driving.
100	Please add arriving times at the new digital displays at the bus shelters.
102	When seniors or people with disabilities board the M train, the operators should take extra caution to make sure those passengers have fully boarded or get off the train before closing the door. The operators should understand that seniors and disabled people are moving slowly.
103	Do NOT change the M route
104	We appreciate M train staff, especially operators, for their hard work over the years. Much appreciated.
106	The M Ocean View is the only transit I use when I go out. Please keep the same route and do not change/modify it.
107	Safety. Need more lights at night please on the stops and streets
108	Destroying another neighborhood is not what the residents are looking to have done. Leave it alone. If speeding drivers are the problem, then use police enforcement instead of wasting tens of millions on a worthless redesign project. ...
110	Sometimes the muni doesn't keep the doors open for enough time just for like seconds and people get out and I need to wait and get on myself and the muni just closed the doors and left and I waited so long and I had to wait even more for the next muni to come.
111	No
113	We should use improvements to the transit and walking to also consider how the bike connections can be improved here as well

ResponseID Response

115	<p>We live on San Jose between Lakeview and Mt Vernon, and I have low vision so I rely on transit. My top two concerns are 1) The M service is wildly, absurdly unreliable. It might be here in 5 minutes, it might be 35 or 40. Multiple neighbors have told me they avoid taking the M whenever possible and this is ALWAYS the reason they say. I totally understand - but I don't have that choice because of my low vision. I think I speak for others in my neighborhood as well, when I say I am DESPERATE for transit we can actually plan on, that does not constantly, constantly disrupt me getting to work and my 10th grader getting to school. Until reliability is improved, why would people get out of their cars? 2) The stop at San Jose and Lakeview is really dangerous. The only way the driver knows to stop the train is for passengers to walk out into traffic to the stop in the middle of San Jose. I have missed my train multiple times because if the cars don't feel like stopping, you can't physically get to the train which is arriving right in front of you, and it leaves without you. As a result, every day people who need that train are forced to run in front of traffic. Or, stand in the middle of the street with cars swerving to avoid you (for 10 minutes? for 35 minutes? Who knows?) Getting off the train is the same problem. The door opens and as you step down in the middle of San Jose, you have to be prepared to run/leap out of the way of speeding cars that you cannot see until you've stepped in front of them. A young boy from around the corner was killed in front of our house in a train accident several years ago, and honestly I'm amazed that more of us haven't also been killed at this intersection, as well as at the even worse intersection of Geneva & San Jose. If this situation is not addressed, you can be sure there will be more tragedies.</p>
117	<p>Transit service should be prioritized over all other travel modes, so as to speed it up and improve its reliability.</p>
118	<p>Cars travel incredibly fast along Randolph/19th. They do not stop for trains while they are boarding/stopped. I would like to see more enforcement and information for car traffic of this particular law.</p>
119	<p>Southbound at San Jose & Broad, cars tend to turn left from the right lane because of inadequate street markings. And at this intersection, there are very few cars making northbound left turns but it seems unsafe not to have a stop sign for this movement. (Northbound through lane is OK since it is separated.) My father-in-law takes the M much more often than me, and it would be great if the waiting island at San Jose & Lakeview were safer. Also, nobody seems to use the stop at San Jose & Mt. Vernon, so maybe just get rid of it?</p>
120	<p>traffic along 19th ave is the worst. will usually take golden gate transit to the 28 to the M</p>
121	<p>just be ONTIME</p>
125	<p>bring back phone chargers on the train</p>
126	<p>Grew up in the neighborhood , reliability has always been an issue, long wait times. Train speed is fine, but pedestrian safety should be emphasized in project.</p>

ResponseID Response

128 Would like never trains. Service can be unreliable, especially on Sundays, app arrival times are unreliable. Infrequent service combined with lack of shelters, especially when it is raining.

129 Has had many instances where trains go by and don't pick her up. Trains need to be more reliable.

130 Older trains are very noisy and the lights can be bothersome. There is dangerous driving (sideshows) on Head and Victoria streets, also cars that drive around trains. Pedestrian safety is a big concern as there are lots of families/homeowners with kids walking around, to and from school, daycare, park, etc.

135 Please consider having more parking control officers patrolling around the area from IB/OB Bright/Randolph to IB/OB Board/Plymouth. A lot of cars like to double parked during the Day and Night. This issue making trains having a close call from making contacts/collisions. And Patrons shouldn't be blocked from enter or exit the train with double cars parked right outside of the CLEARANCE lines where Trains travel through. In general, PLEASE upgrade the street and train stops for safer riding Muni experiences! If L Taraval gets the upgrade, why not M Oceanview as well. I am looking forward to see the future of MUNI M Oceanview improvements.

136 no

140 He is very content with Muni service, especially the M. He finds it to be very useful and safe to access.

141 Lydon helped with this survey. He is very content with the M, takes it downtown to work everyday, does not really have any desires for improvement.

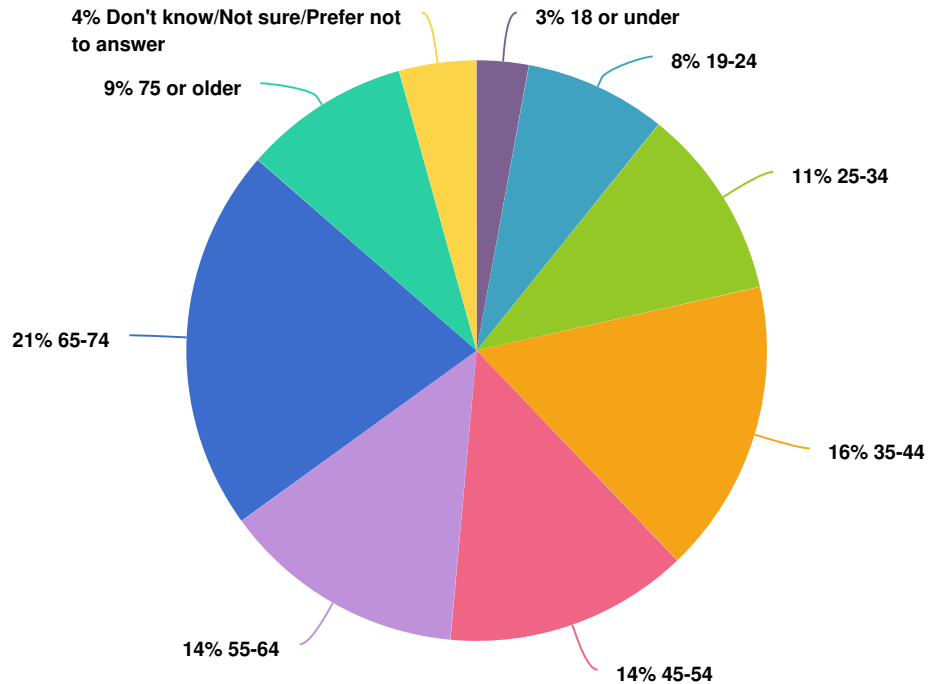
142 Drivers will often stop at the corner of Orizaba and Randolph due to cars, but they are not actually blocking the way. There are many seniors in the neighborhood who walk and use transit, but there almost no seating or stop amenities, only one shelter on Randolph at Arch. Train arrivals are very inconsistent, especially at night, lighting is not good. Lastly, they would like to see trains that just serve the neighborhood, turning around either at SFSU or Broad and Plymouth, as there are many riders who would ride a truncated route.

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ResponseID Response

144	Drivers will often stop at the corner of Orizaba and Randolph due to cars, but they are not actually blocking the way. There are many seniors in the neighborhood who walk and use transit, but there almost no seating or stop amenities, only one shelter on Randolph at Arch. Train arrivals are very inconsistent, especially at night, lighting is not good. Lastly, they would like to see trains that just serve the neighborhood, turning around either at SFSU or Broad and Plymouth, as there are many riders who would ride a truncated route.
145	She is perfectly content with M train service. It works for her, been riding it for life.
146	She runs the daycare on Randolph and Victoria, concerned about the impacts of this project on pickup times (people currently double park on Randolph). Says that unsafe driving is an issue (speeding, passing trains, donuts) and does not want a transit stop in front of her business.
148	(via intercept survey administered by Mike Hua) Takes the 43 to the M to get to work. It's convenient because work is right by the M. She feels like the M is reliable. For the most part, everything's been great and she feels grateful to have Muni. Some stops can feel sketchy, especially because she's new to the job and the area. And sometimes people aren't aware that the steps are going up and down, maybe make sure the announcements are being heard.
149	(via intercept survey administered by Mike Hua) No additional comments
150	Reliability is very important. They've experienced that some trains skip schedule on the weekends. Weekends specifically have problems with reliability. Safety in the corridor seems fine. (via intercept survey administered by Mike Hua)
151	(via intercept survey administered by Mike Hua) No additional comments.
152	Safety inside the train is an issue, especially at night. Sometimes there's someone on the train making people feel unsafe. The operator can't do anything about it. Everyone will be in one car and not the other. Only an issue on the train, not waiting at stops. In addition, a more regular schedule would be great. (via intercept survey administered by Mike Hua)
153	signals at 19th Ave / Junipero Serra too short for M

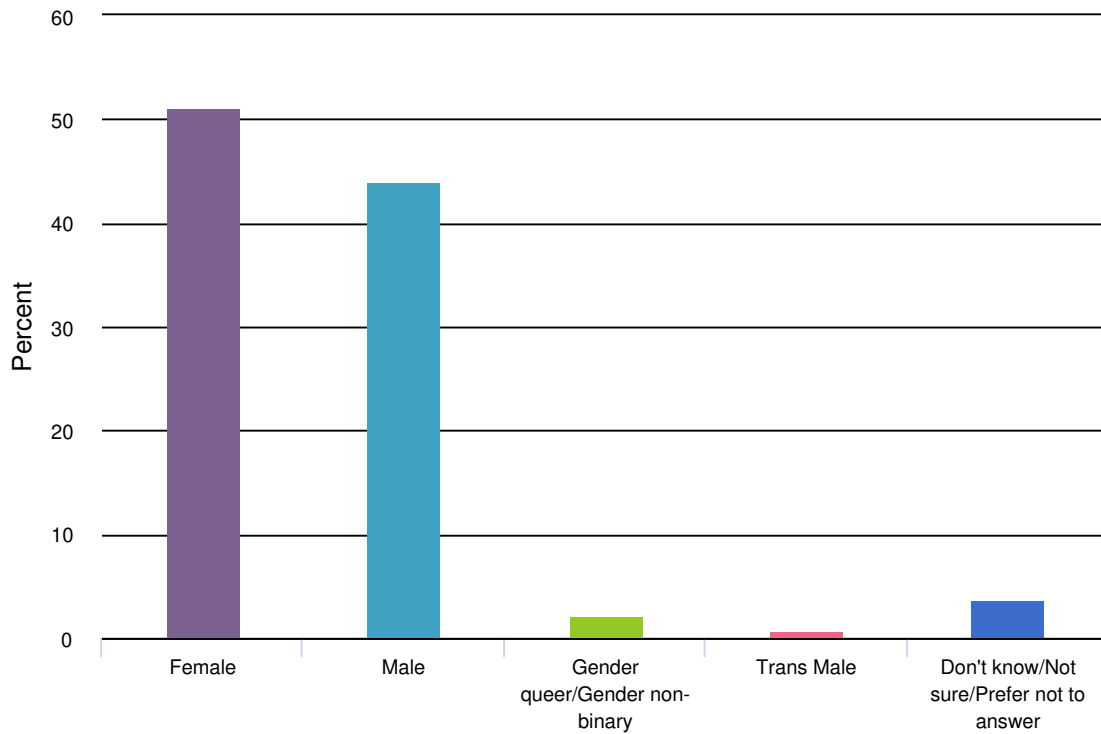
11. What is your age?



Value	Percent	Responses
18 or under	2.9%	4
19-24	7.9%	11
25-34	10.7%	15
35-44	16.4%	23
45-54	13.6%	19
55-64	13.6%	19
65-74	21.4%	30
75 or older	9.3%	13
Don't know/Not sure/Prefer not to answer	4.3%	6

Totals: 140

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



Value	Percent	Responses
Female	51.1%	71
Male	43.9%	61
Gender queer/Gender non-binary	2.2%	3
Trans Male	0.7%	1
Don't know/Not sure/Prefer not to answer	3.6%	5

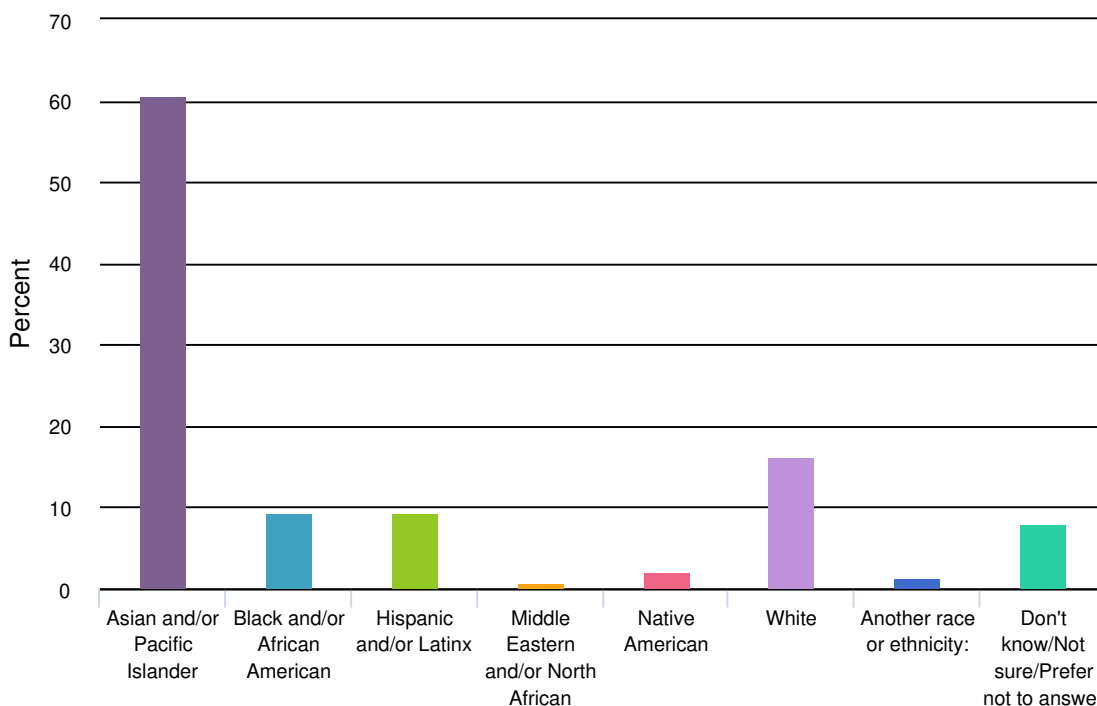
Not listed (please specify):

Count

Totals

0

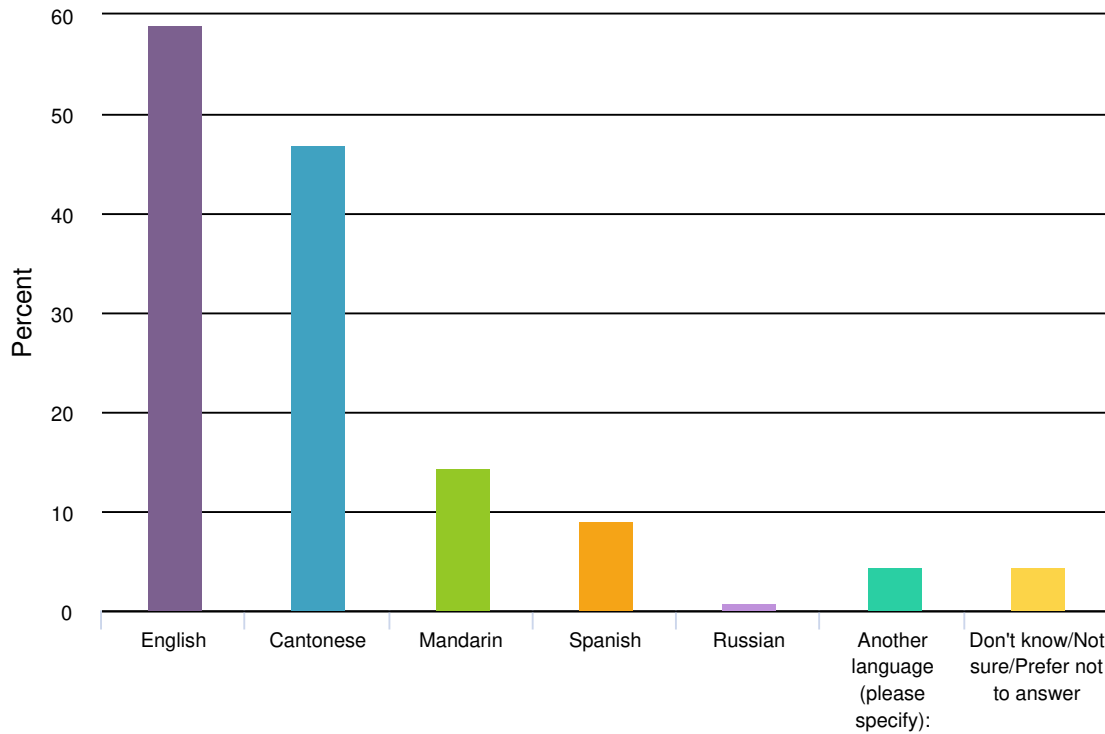
13. What race and/or ethnicity do you identify with? Select all that apply.



Value	Percent	Responses
Asian and/or Pacific Islander	60.6%	83
Black and/or African American	9.5%	13
Hispanic and/or Latinx	9.5%	13
Middle Eastern and/or North African	0.7%	1
Native American	2.2%	3
White	16.1%	22
Another race or ethnicity:	1.5%	2
Don't know/Not sure/Prefer not to answer	8.0%	11

Another race or ethnicity:	Count
Jewish	1
sami-swedish	1
Totals	2

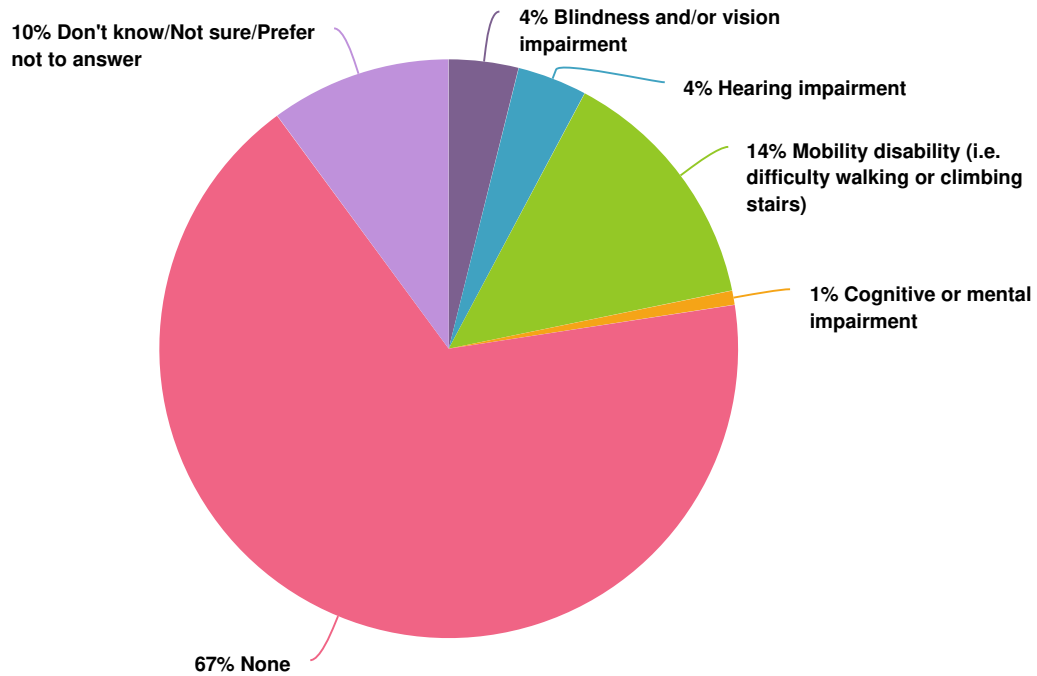
14. Please select all languages that you speak at home. Select all that apply.



Value	Percent	Responses
English	59.1%	78
Cantonese	47.0%	62
Mandarin	14.4%	19
Spanish	9.1%	12
Russian	0.8%	1
Another language (please specify):	4.5%	6
Don't know/Not sure/Prefer not to answer	4.5%	6

Another language (please specify):	Count
Japanese	3
Telagu	1
Tigrinya, French, Swedish	1
Totals	5

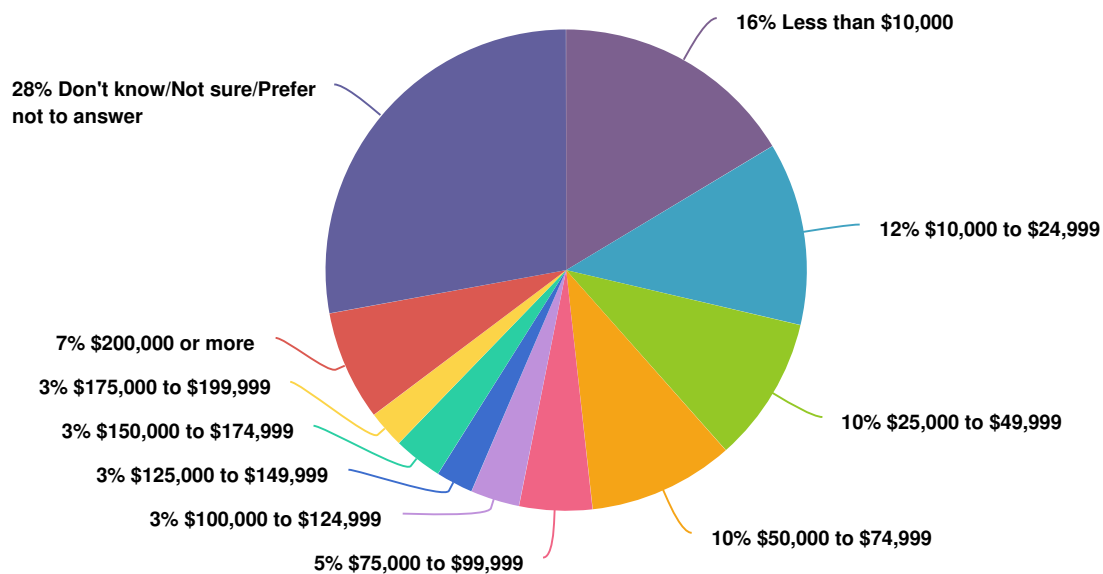
15. Do any of the following disabilities currently affect your daily life?



Value	Percent	Responses
Blindness and/or vision impairment	3.9%	5
Hearing impairment	3.9%	5
Mobility disability (i.e. difficulty walking or climbing stairs)	14.0%	18
Cognitive or mental impairment	0.8%	1
None	67.4%	87
Don't know/Not sure/Prefer not to answer	10.1%	13

Totals: 129

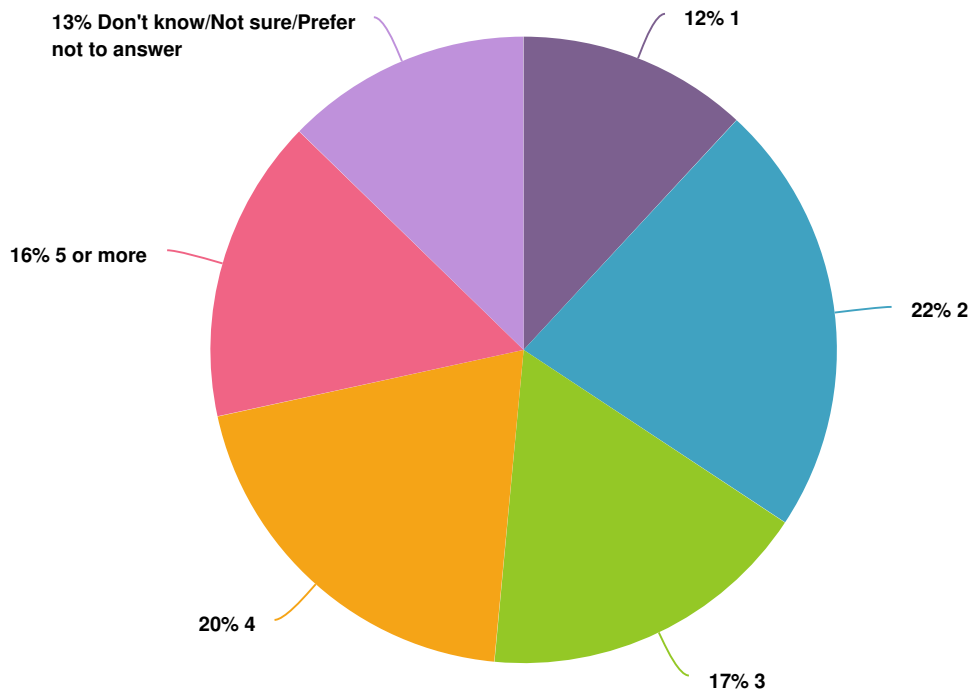
16. What is the total annual income (before taxes) of everyone in your household?



Value	Percent	Responses
Less than \$10,000	16.4%	20
\$10,000 to \$24,999	12.3%	15
\$25,000 to \$49,999	9.8%	12
\$50,000 to \$74,999	9.8%	12
\$75,000 to \$99,999	4.9%	6
\$100,000 to \$124,999	3.3%	4
\$125,000 to \$149,999	2.5%	3
\$150,000 to \$174,999	3.3%	4
\$175,000 to \$199,999	2.5%	3
\$200,000 or more	7.4%	9
Don't know/Not sure/Prefer not to answer	27.9%	34

Totals: 122

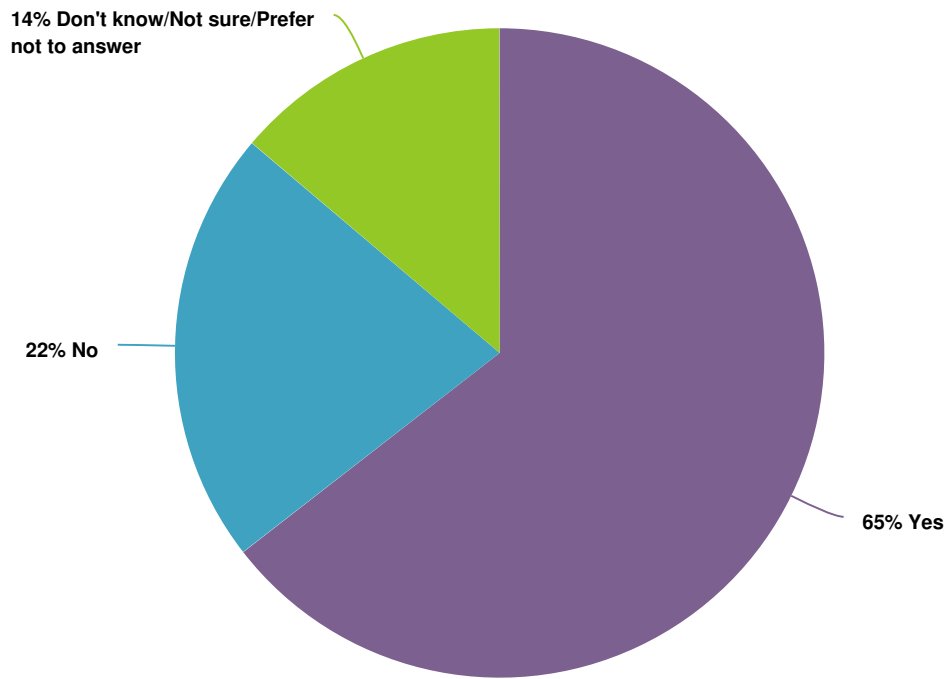
17. How many people are in your household?



Value	Percent	Responses
1	11.9%	16
2	22.4%	30
3	17.2%	23
4	20.1%	27
5 or more	15.7%	21
Don't know/Not sure/Prefer not to answer	12.7%	17

Totals: 134

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



Value	Percent	Responses
Yes	64.5%	89
No	21.7%	30
Don't know/Not sure/Prefer not to answer	13.8%	19

Totals: 138

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

