



Safe Routes to Transit: Online Survey

A partnership between Walk San Francisco and San Francisco Transit Riders
October 2018

Overview

In late October, SFMTA held a workshop for community stakeholders to discuss project scope and offer related feedback for the [Mission Street Excelsior Safety Project](#). Among the invited participants were representatives from different community-based organizations, but the voice of the everyday transit rider was not present. As a result, Walk SF and SFTR developed an online survey to capture the thoughts of transit riders so that their feedback would be represented at the workshop.

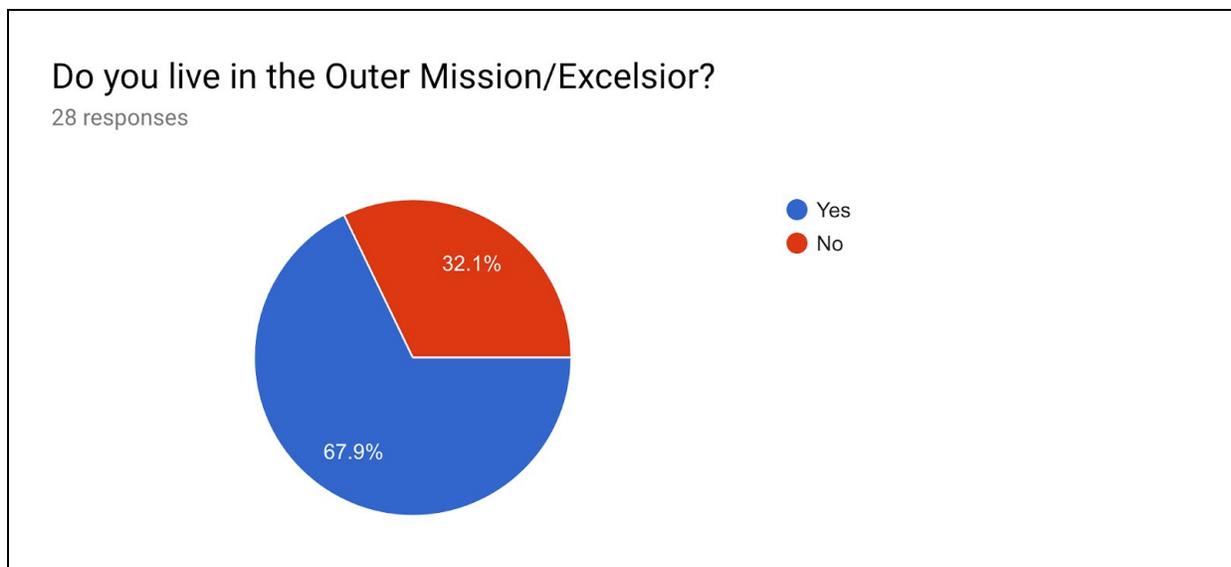
Outreach

The online survey was shared through both Walk SF and SFTR's social media channels, which included Facebook and Twitter, along with an email blast to member lists. The survey was shared out a week in advance of the workshop, and was promoted through media posts throughout the week. The survey totaled 28 individual responses.

Format/Structure

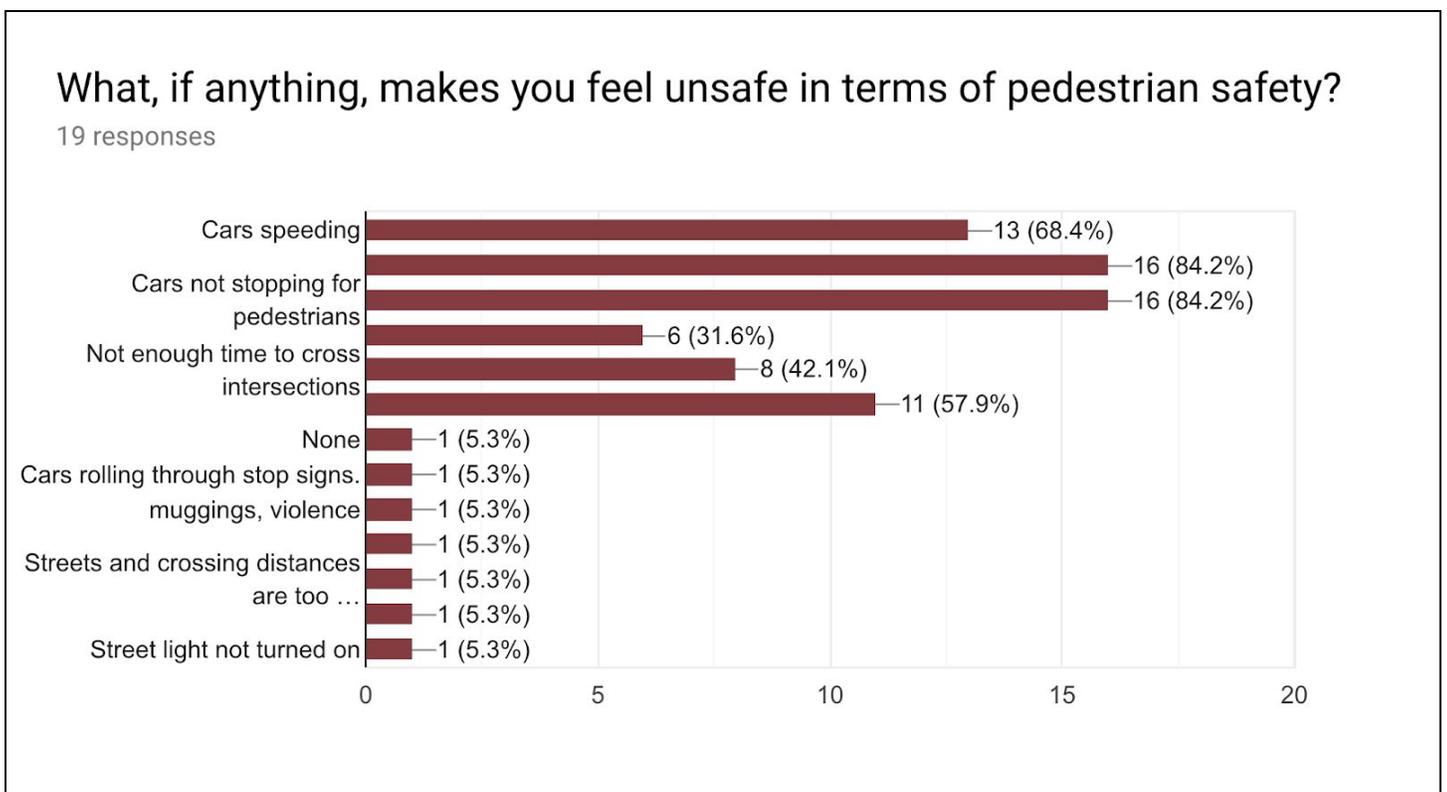
The survey asked for basic contact information (name, email, phone number), followed by five to seven questions related to pedestrian safety and public transit in the Excelsior/Outer Mission, depending on whether or not the respondent lived in the Excelsior/Outer Mission. The survey was divided into three sections: one for those that lived in the project area, another for those that work/traveled frequently through the project area, and the last section for those who were neither. The survey was designed to create a distinction between those who had more of a direct tie to the community (e.g. those that live in the project area) to those that did not to compare any patterns in responses.

Results



For those that did live in the project area:

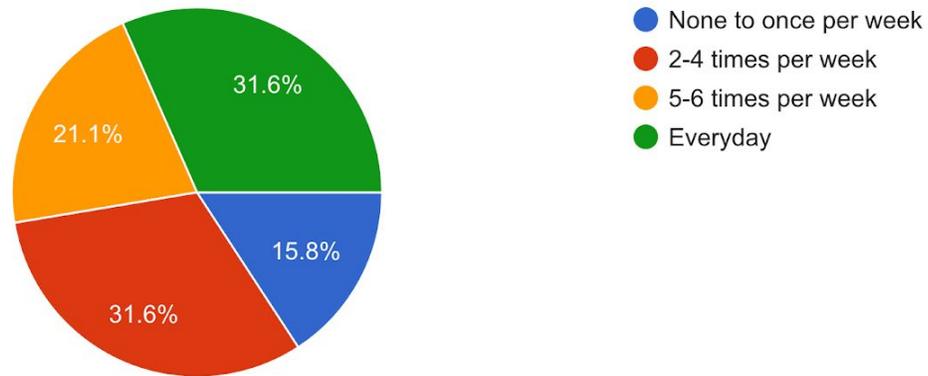
On a scale of 1 - 5, with 5 representing feeling completely safe:



Pedestrian safety scored an average of 2.5. The top three factors that contributed to feeling unsafe were cars speeding, cars cutting off pedestrians while crossing the street, and cars in general not stopping for pedestrians.

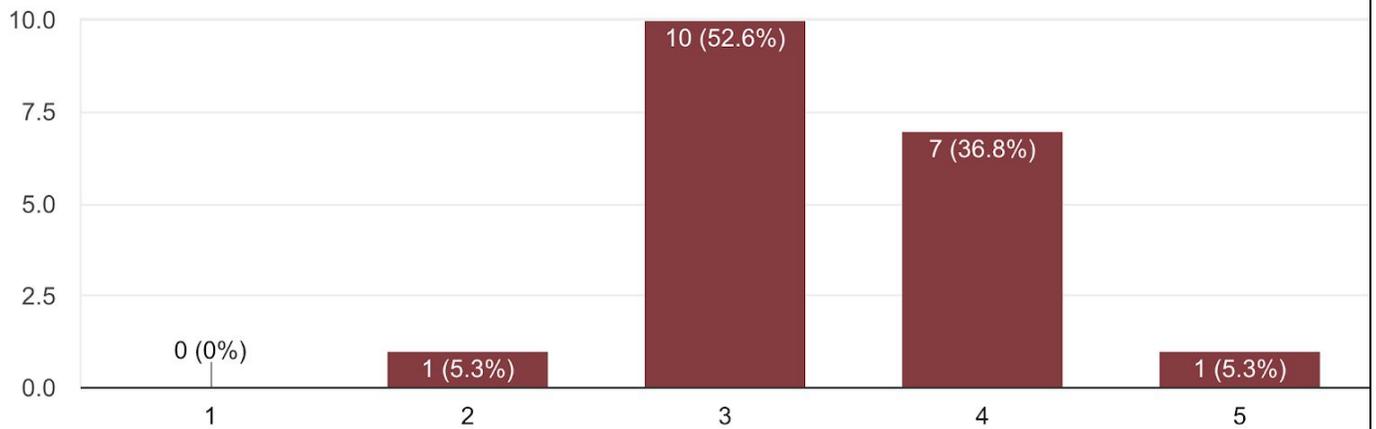
How often do you ride public transit?

19 responses



Is the public transit in your neighborhood reliable?

19 responses

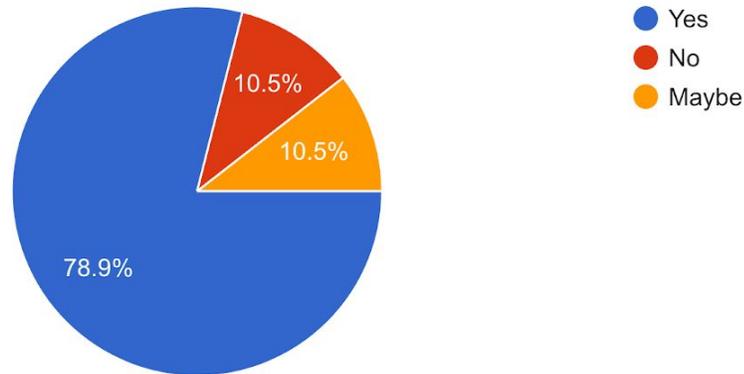


84.3% of residents use public transit at least twice a week, with 31.6% riding every day.

Residents overall felt positive about the reliability of public transit in their neighborhood, averaging a 3.42, with 5 representing optimal reliability.

Do you think the 14 Mission Muni lines would benefit from a transit-only lane in the Outer Mission?

19 responses

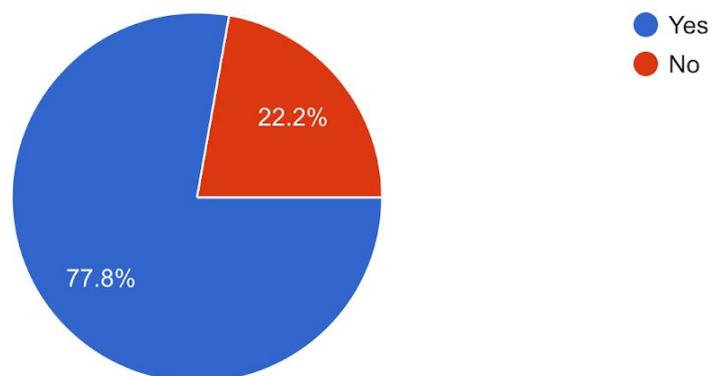


A majority of residents believe a transit-only lane would benefit their neighborhood, pointing to the constant weekday commute traffic. Some were concerned about the potential effect of redirecting traffic onto smaller neighborhood streets.

For those that do not live in the project area:

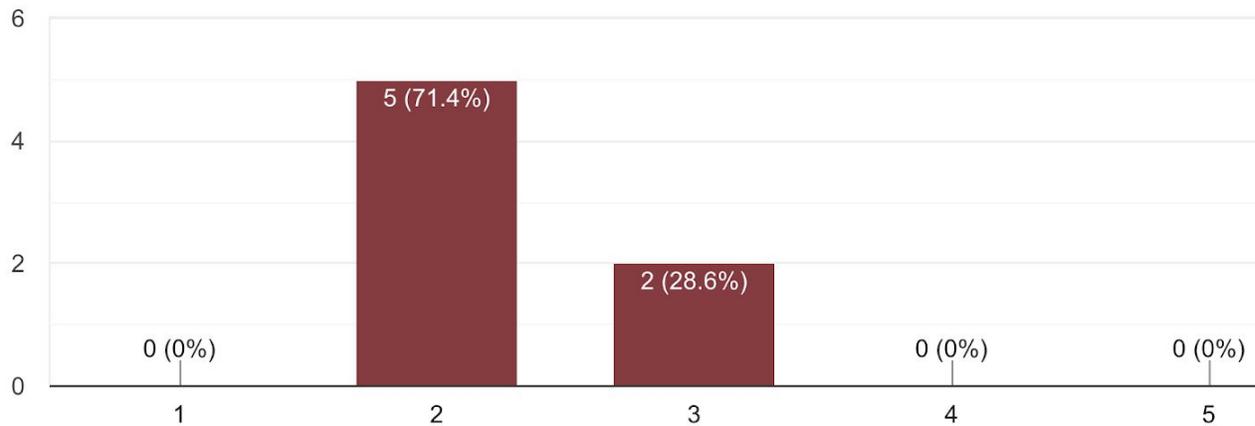
Do you work in or travel frequently through the Outer Mission/Excelsior?

9 responses



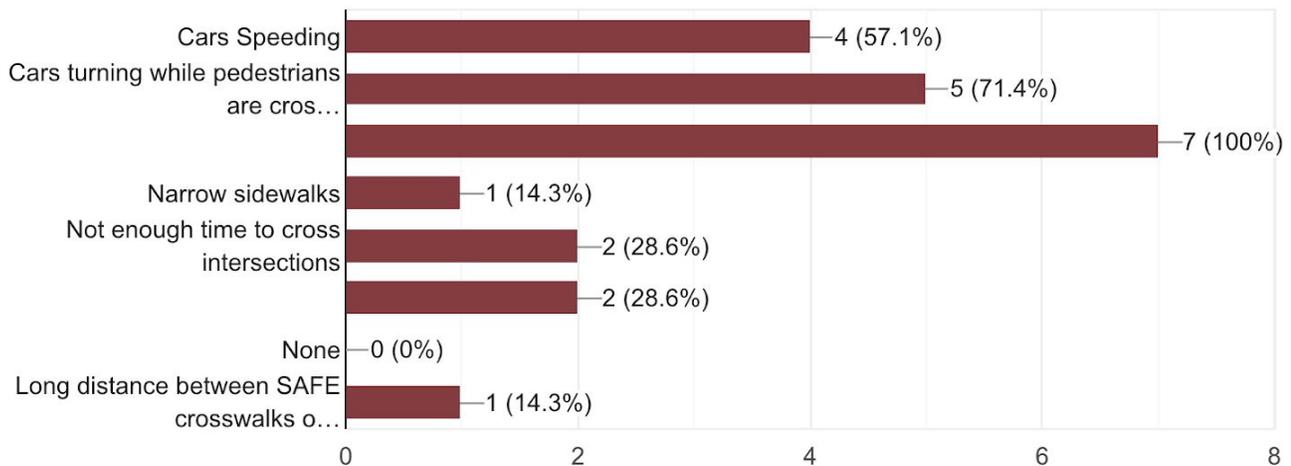
How do you feel about pedestrian safety in the Outer Mission/Excelsior?

7 responses



What, if anything, makes you feel unsafe in terms of pedestrian safety in the Outer Mission/Excelsior?

7 responses

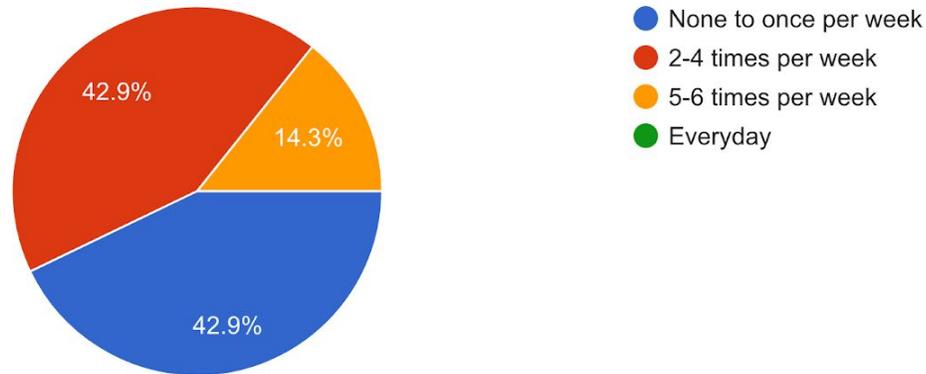


Those that did not live in the project area had a poorer view on pedestrian safety, scoring an average of 2.28.

The top three factors that contributed to feeling unsafe were the same for those who lived in the project area: cars speeding, cars cutting off pedestrians while crossing the street, and cars in general not stopping for pedestrians.

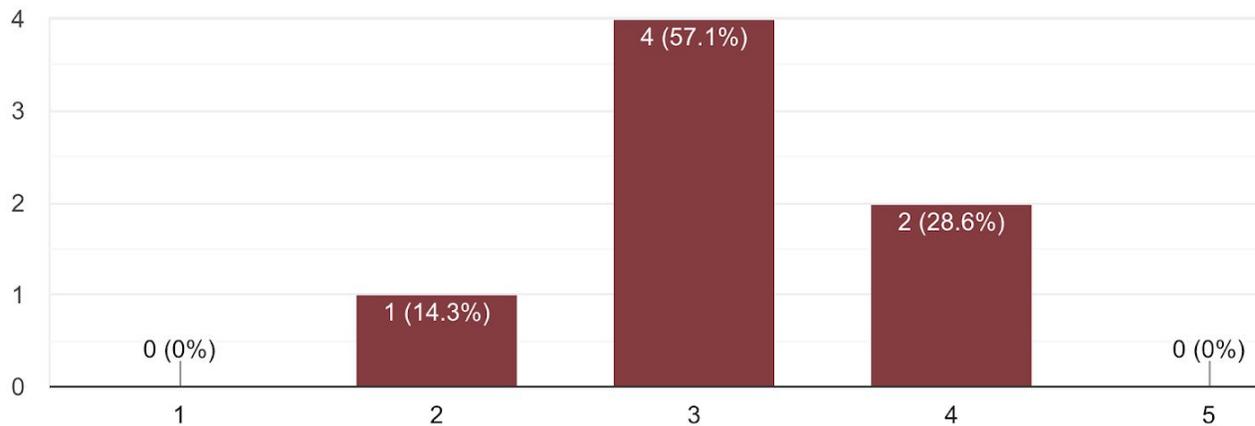
How often do you ride public transit in/through the Outer Mission/Excelsior?

7 responses



Is the public transit in the Outer Mission/Excelsior reliable?

7 responses

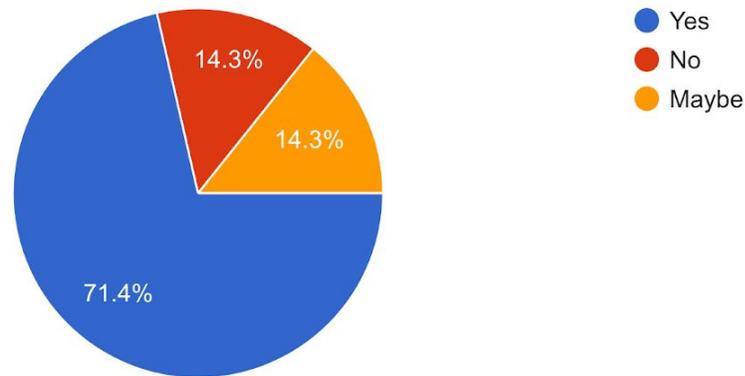


Of the 7 responses, 3 commute through the project area 2 to 4 times per week, with another respondent riding 5 to 6 times per week.

Reliability scored an average of 3.14, which is lower than the average of those that live in the project area.

Do you think the 14 Mission Muni lines would benefit from a transit-only lane in the Outer Mission?

7 responses



Out of the 7 responses, 6 were open to the idea of a transit-only lane in the project area (5 yes and 1 maybe).

For those that do not live in or commute through the project area (visiting):

There were two respondents that were in this category, with both of them accessing the neighborhood by public transit.

Pedestrian safety averaged a score of 2.5 while transit reliability averaged a score of 3.

Both pedestrian safety and transit reliability scores were equal or lower for residents in the community compared to those that commute through or are only visiting.

Qualitative Feedback Summary

The open-ended feedback was consistent throughout the surveys. Those surveyed felt unsafe as a pedestrian due to: speeding cars, cars not yielding, poorly marked crosswalks, inadequate lighting and signage, and lack of pedestrian crossing protections.

Most found the public transit in the neighborhood to be average - reliable at but often crowded, delays that occur at least a couple times per week, bunching, and poor reliability outside of commute hours, with wait times up to 30 minutes.

Suggested Improvements

Respondents wanted to see a variety of improvements. Some recurring suggestions were:

- Extended crosswalk times
- Flashing lights for crosswalks without a stoplight
- Bulb outs at crosswalks and transit bulbs
- Transit-only lanes
- Brighter crosswalk markings and sign visibility
- Increased lighting
- Lowered speed limits
- Increasing bus frequency
- More lighting at bus shelters

Improvements for Outreach/Survey Design

The survey was limited in a couple aspects. It was only available online, limiting the pool of respondents to those that had access to email/the Internet. It was also only available in English, meaning monolingual speakers who did not know English were unable to fill out the form.