

BETTER STATIONS.

Montgomery Station
Improvement Study
Survey Results

October 28 – November 7, 2014



2034

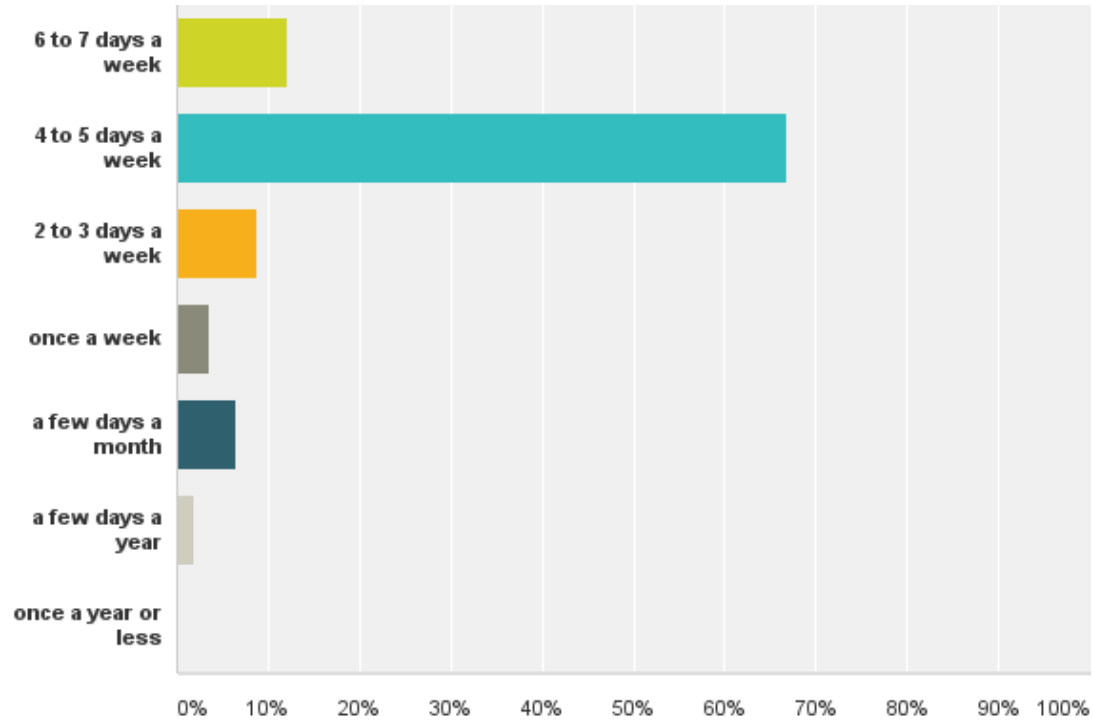
Total Responses

Date Created: November 10, 2014

Complete Responses: 1579

Q1: 1. How often do you use this station?

Answered: 2,032 Skipped: 2



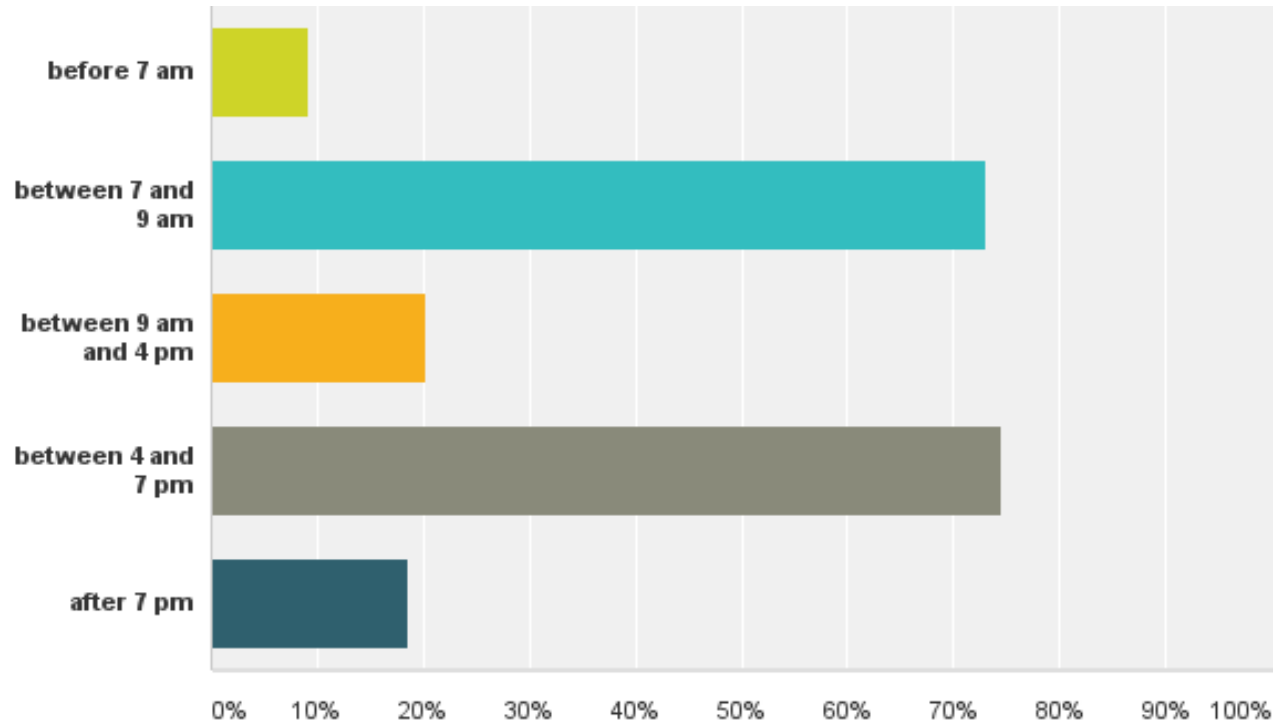
Q1: 1. How often do you use this station?

Answered: 2,032 Skipped: 2

Answer Choices	Responses	
6 to 7 days a week	12.16%	247
4 to 5 days a week	66.78%	1,357
2 to 3 days a week	8.76%	178
once a week	3.64%	74
a few days a month	6.45%	131
a few days a year	1.97%	40
once a year or less	0.25%	5
Total		2,032

Q2: 2. When do you usually use this station? (check all that apply)

Answered: 2,028 Skipped: 6



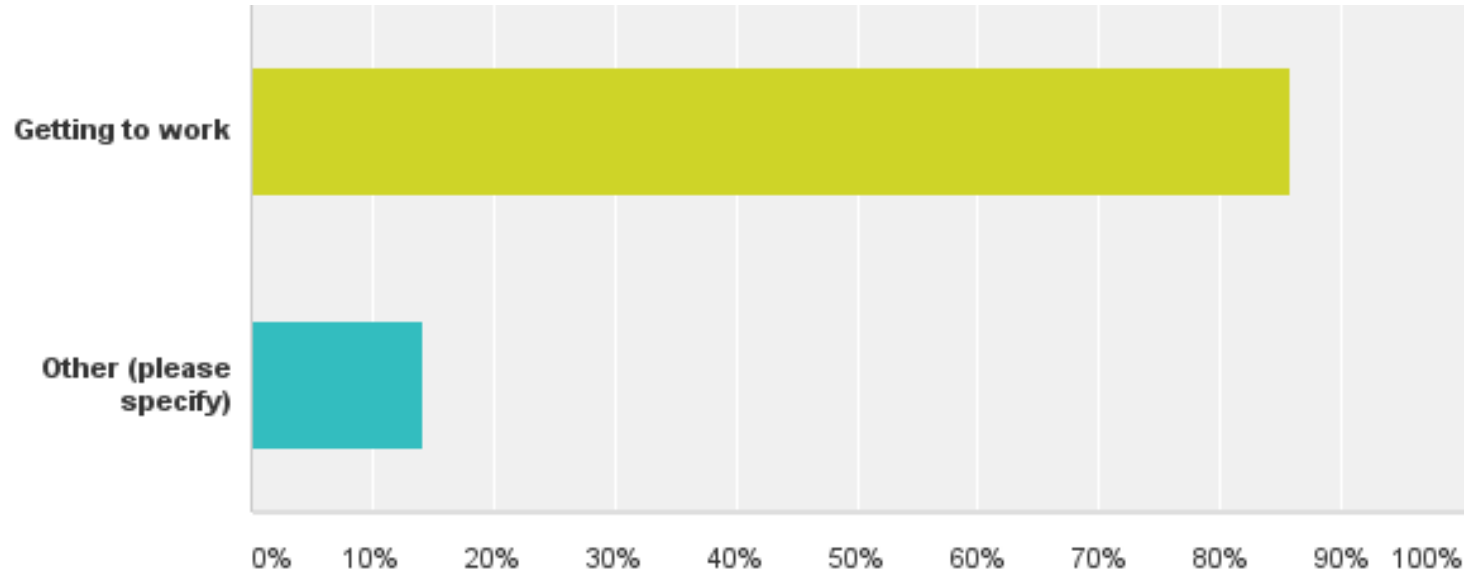
Q2: 2. When do you usually use this station? (check all that apply)

Answered: 2,028 Skipped: 6

Answer Choices	Responses
before 7 am	9.22% 187
between 7 and 9 am	73.13% 1,483
between 9 am and 4 pm	20.17% 409
between 4 and 7 pm	74.51% 1,511
after 7 pm	18.59% 377
Total Respondents: 2,028	

Q3: 3. Why do you usually use this station?

Answered: 2,027 Skipped: 7



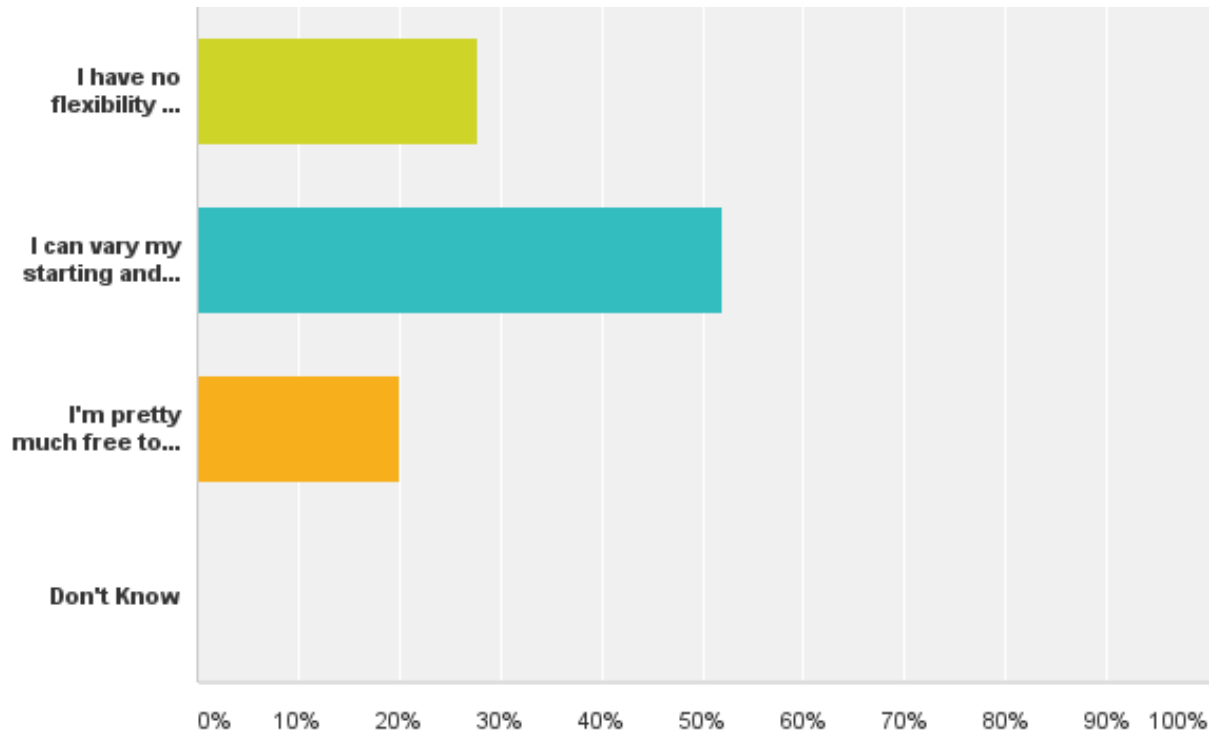
Q3: 3. Why do you usually use this station?

Answered: 2,027 Skipped: 7

Answer Choices	Responses
Getting to work	85.74% 1,738
Other (please specify)	14.26% 289
Total	2,027

Q4: ...3.a) which of these best describes your working hours, or the times you have to be at work?

Answered: 1,722 Skipped: 312



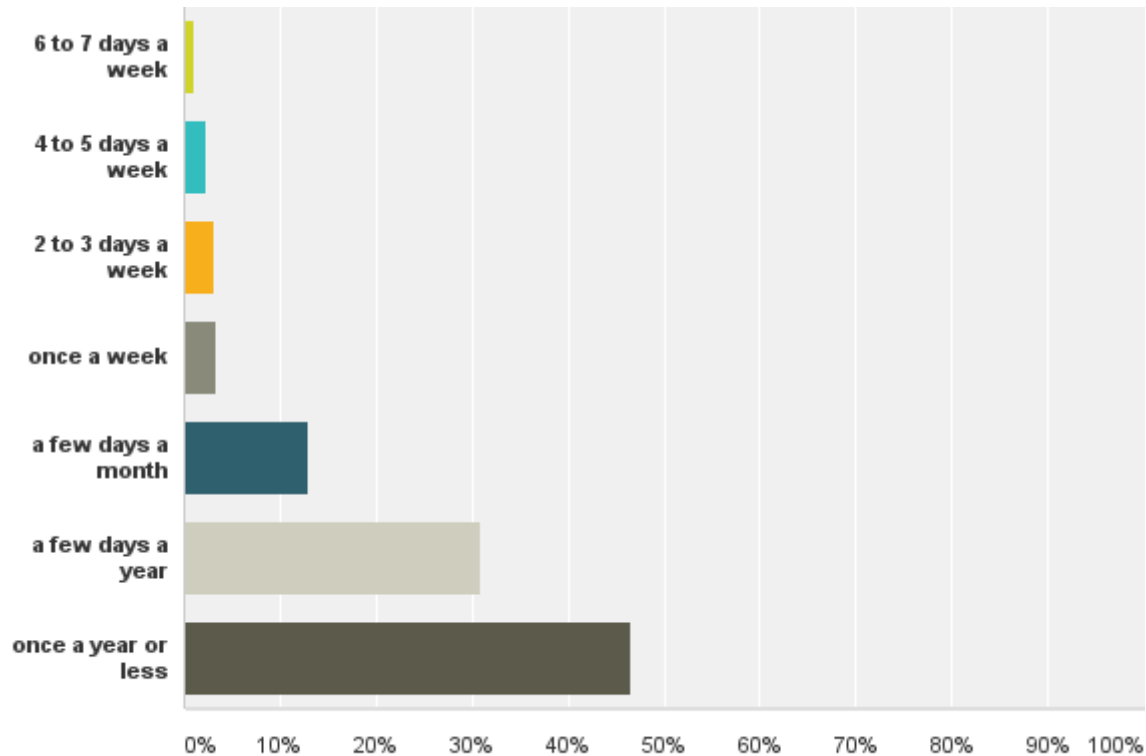
Q4: ...3.a) which of these best describes your working hours, or the times you have to be at work?

Answered: 1,722 Skipped: 312

Answer Choices	Responses	
I have no flexibility in the times I have to be at work	27.76%	478
I can vary my starting and finishing times, but not by more than 30 minutes	52.03%	896
I'm pretty much free to adjust my starting and finishing times as I like	20.09%	346
Don't Know	0.12%	2
Total		1,722

Q5: 4. How often do you transfer between BART and underground Muni Metro trains at Montgomery?

Answered: 1,989 Skipped: 45



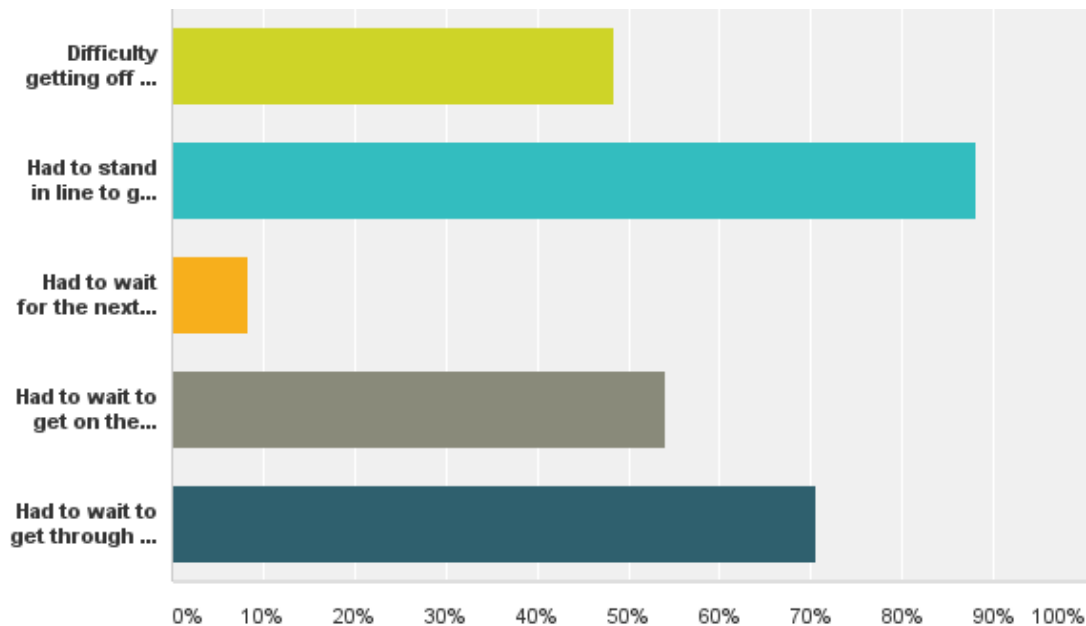
Q5: 4. How often do you transfer between BART and underground Muni Metro trains at Montgomery?

Answered: 1,989 Skipped: 45

Answer Choices	Responses	
6 to 7 days a week	1.01%	20
4 to 5 days a week	2.26%	45
2 to 3 days a week	3.22%	64
once a week	3.27%	65
a few days a month	12.92%	257
a few days a year	30.82%	613
once a year or less	46.51%	925
Total		1,989

Q6: ...when getting OFF BART and exiting the station? (check all that apply)

Answered: 1,858 Skipped: 176



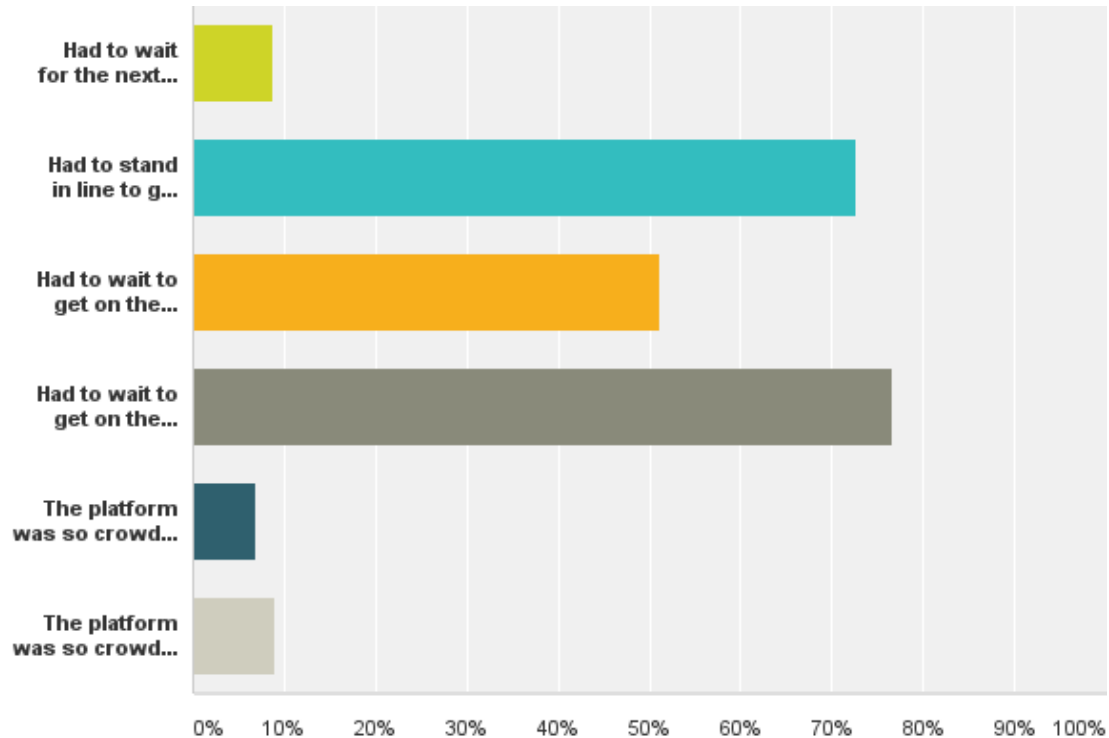
Q6: ...when getting OFF BART and exiting the station? (check all that apply)

Answered: 1,858 Skipped: 176

Answer Choices	Responses	
Difficulty getting off the train because the platform was too crowded	48.49%	901
Had to stand in line to get on the escalator	88.11%	1,637
Had to wait for the next elevator because it was too crowded to get on	8.34%	155
Had to wait to get on the stairs	53.98%	1,003
Had to wait to get through the fare gates	70.56%	1,311
Total Respondents: 1,858		

Q7: ...when entering the station to get ON BART? (check all that apply)

Answered: 1,461 Skipped: 573



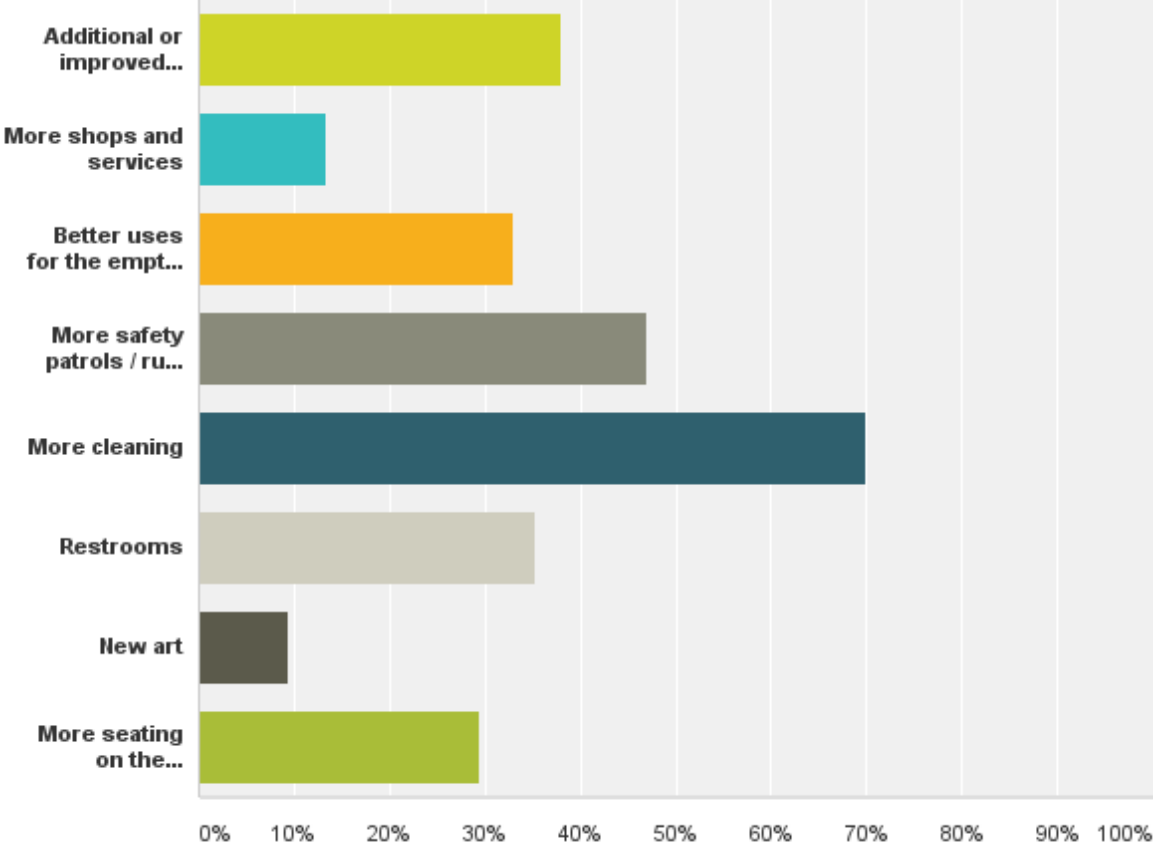
Q7: ...when entering the station to get ON BART? (check all that apply)

Answered: 1,461 Skipped: 573

Answer Choices	Responses
Had to wait for the next elevator because it was too crowded to get on	8.76% 128
Had to stand in line to go through the fare gates	72.62% 1,061
Had to wait to get on the stairs	51.13% 747
Had to wait to get on the escalator	76.59% 1,119
The platform was so crowded, I felt uncomfortable waiting for the train	6.91% 101
The platform was so crowded, I had difficulty getting on the train	8.90% 130
Total Respondents: 1,461	

Q8: Station Environment (please choose your top three)

Answered: 1,948 Skipped: 86



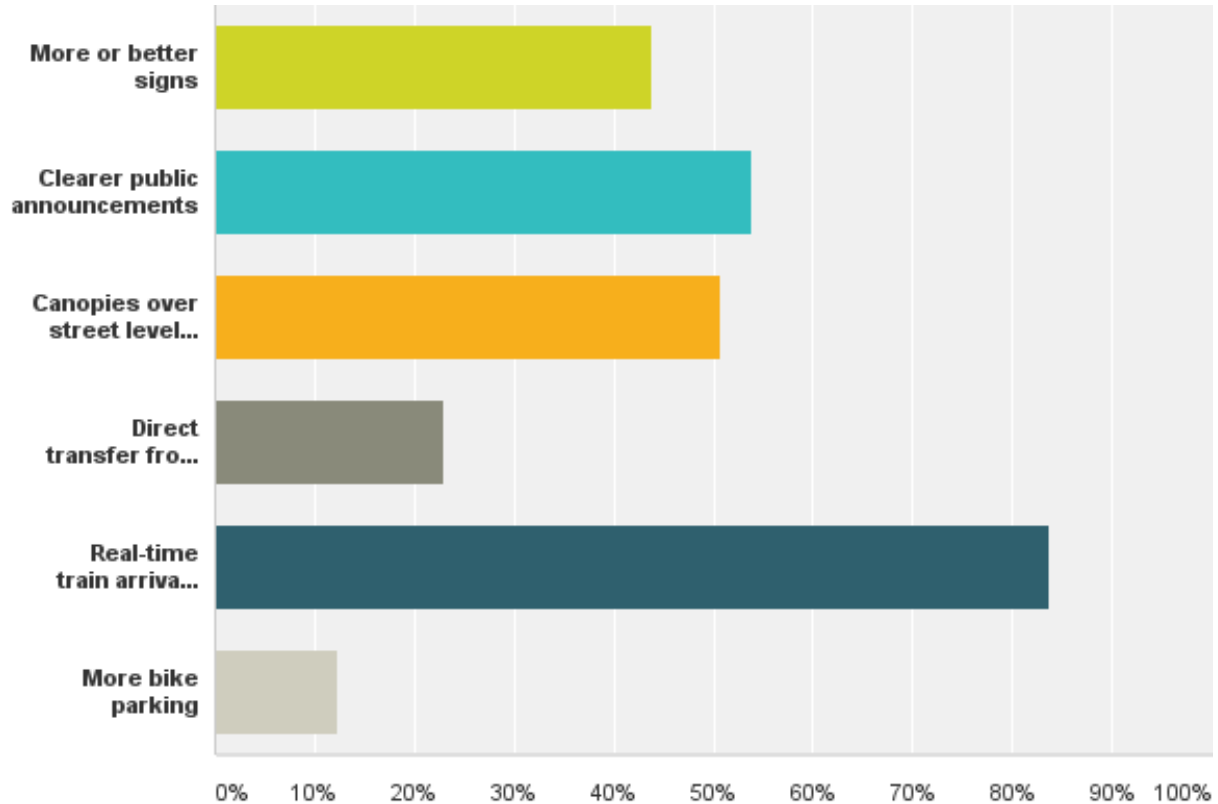
Q8: Station Environment (please choose your top three)

Answered: 1,948 Skipped: 86

Answer Choices	Responses	
Additional or improved lighting	37.94%	739
More shops and services	13.45%	262
Better uses for the empty areas on the concourse (faregate) level	32.91%	641
More safety patrols / rule enforcement	46.92%	914
More cleaning	70.02%	1,364
Restrooms	35.22%	686
New art	9.29%	181
More seating on the platforms	29.47%	574
Total Respondents: 1,948		

Q9: Station Access (please choose your top three)

Answered: 1,901 Skipped: 133



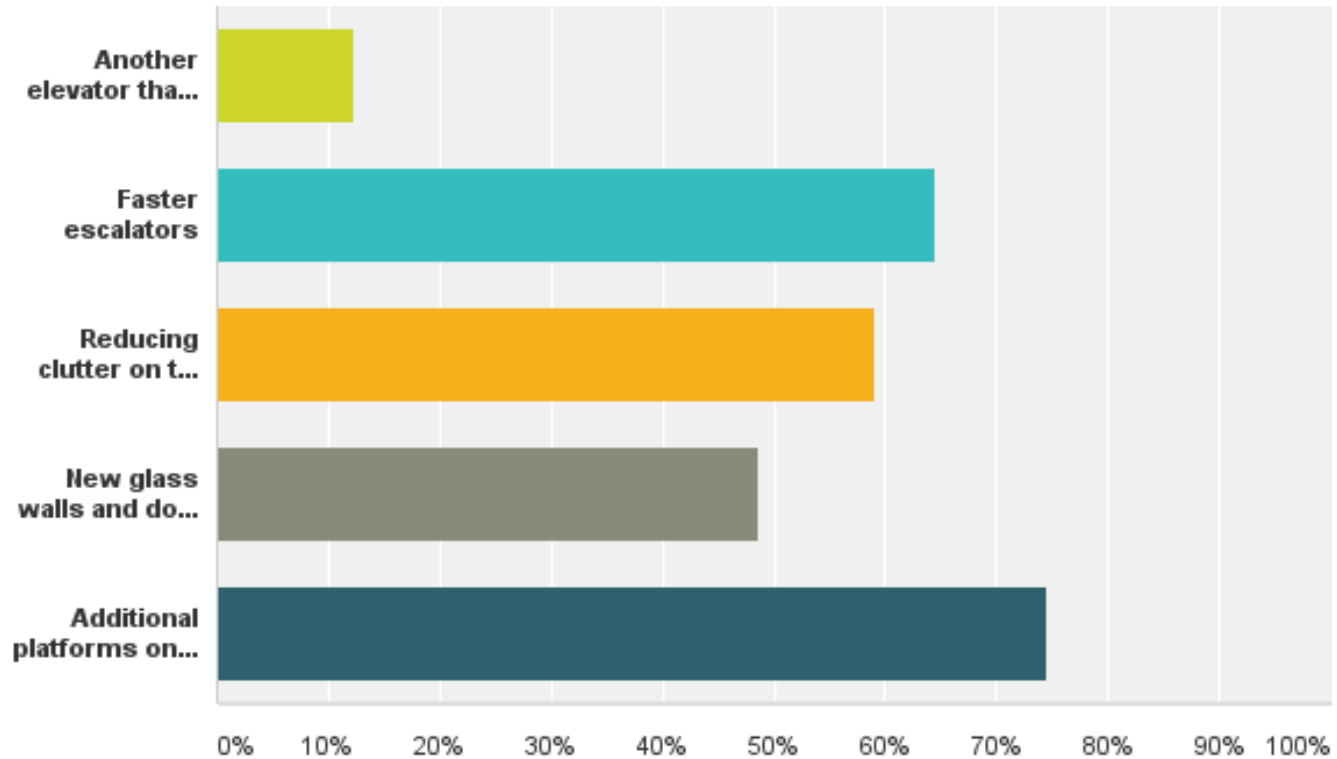
Q9: Station Access (please choose your top three)

Answered: 1,901 Skipped: 133

Answer Choices	Responses	
More or better signs	43.87%	834
Clearer public announcements	53.92%	1,025
Canopies over street level station entrances to protect escalators from weather	50.71%	964
Direct transfer from BART platform to underground Muni Metro trains	23.04%	438
Real-time train arrival displays at street and concourse levels	83.69%	1,591
More bike parking	12.31%	234
Total Respondents: 1,901		

Q10: Capacity Improvements (please choose your top three)

Answered: 1,863 Skipped: 171



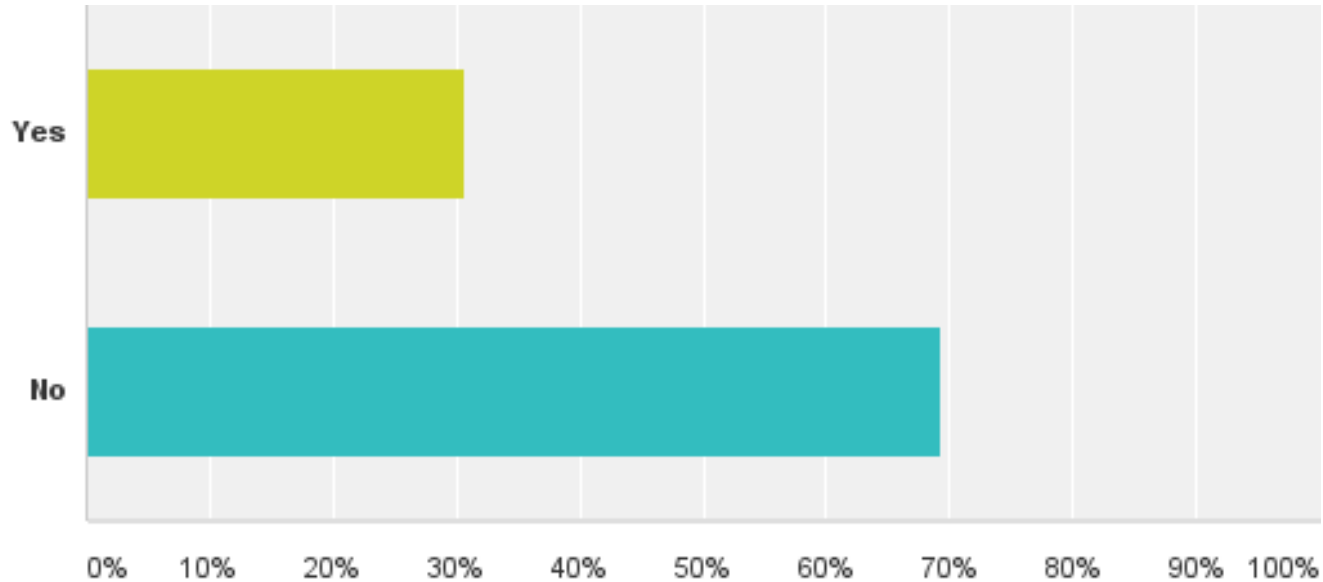
Q10: Capacity Improvements (please choose your top three)

Answered: 1,863 Skipped: 171

Answer Choices	Responses
Another elevator that is larger	12.29% 229
Faster escalators	64.47% 1,201
Reducing clutter on the platforms	58.99% 1,099
New glass walls and doors along the platform edge to make more usable space on platforms	48.63% 906
Additional platforms on the opposite side of the tracks to relieve crowding	74.61% 1,390
Total Respondents: 1,863	

Q12: 8. Would you like to receive email updates about this project?

Answered: 1,850 Skipped: 184



Q12: 8. Would you like to receive email updates about this project?

Answered: 1,850 Skipped: 184

Answer Choices	Responses	
Yes	30.76%	569
No	69.24%	1,281
Total		1,850