

BETTER STATIONS.

**Embarcadero Station
Improvement Study
Survey Results**

October 28 – November 7, 2014



2851

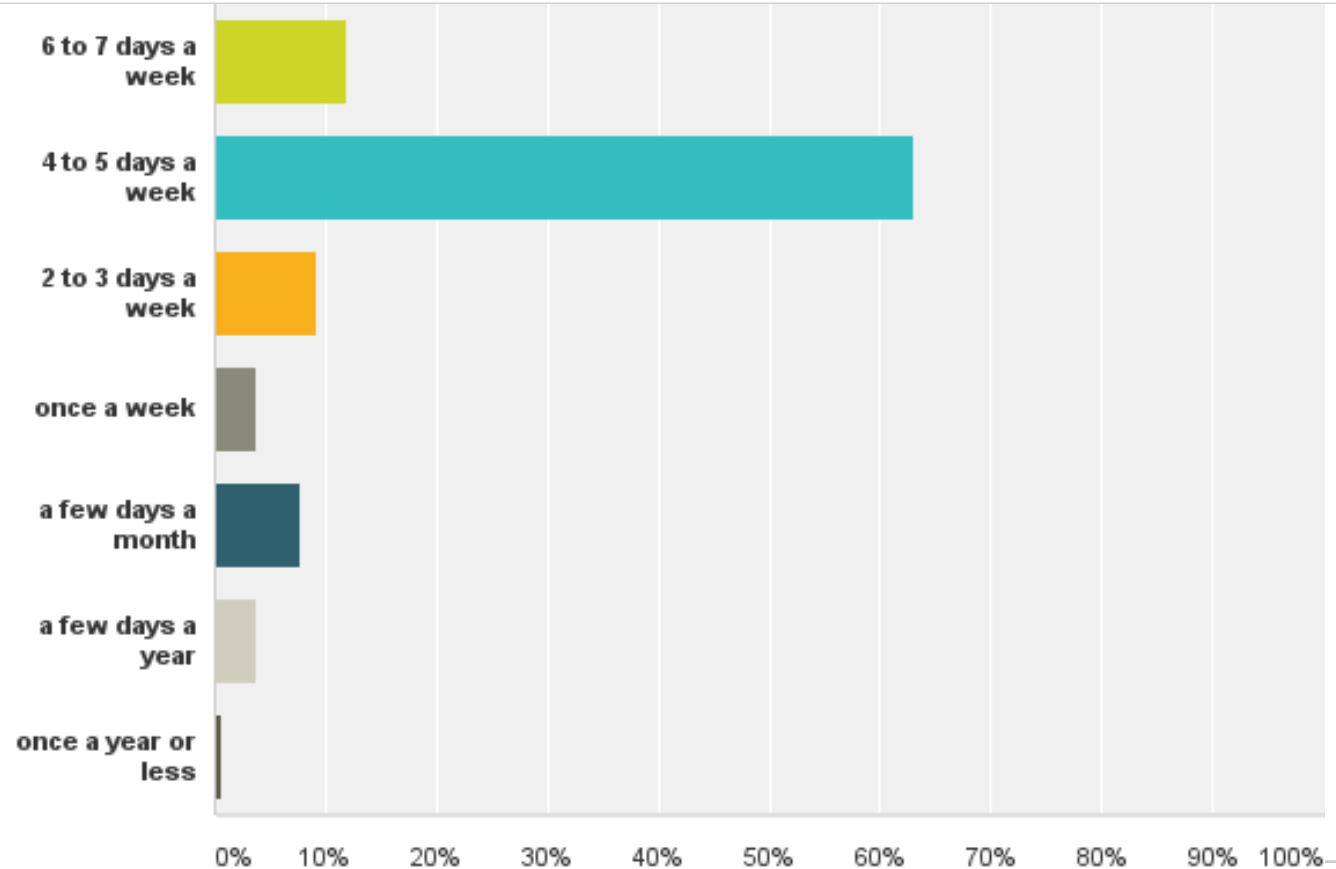
Total Responses

Date Created: November 10, 2014

Complete Responses: 2221

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

Answered: 2,840 Skipped: 11



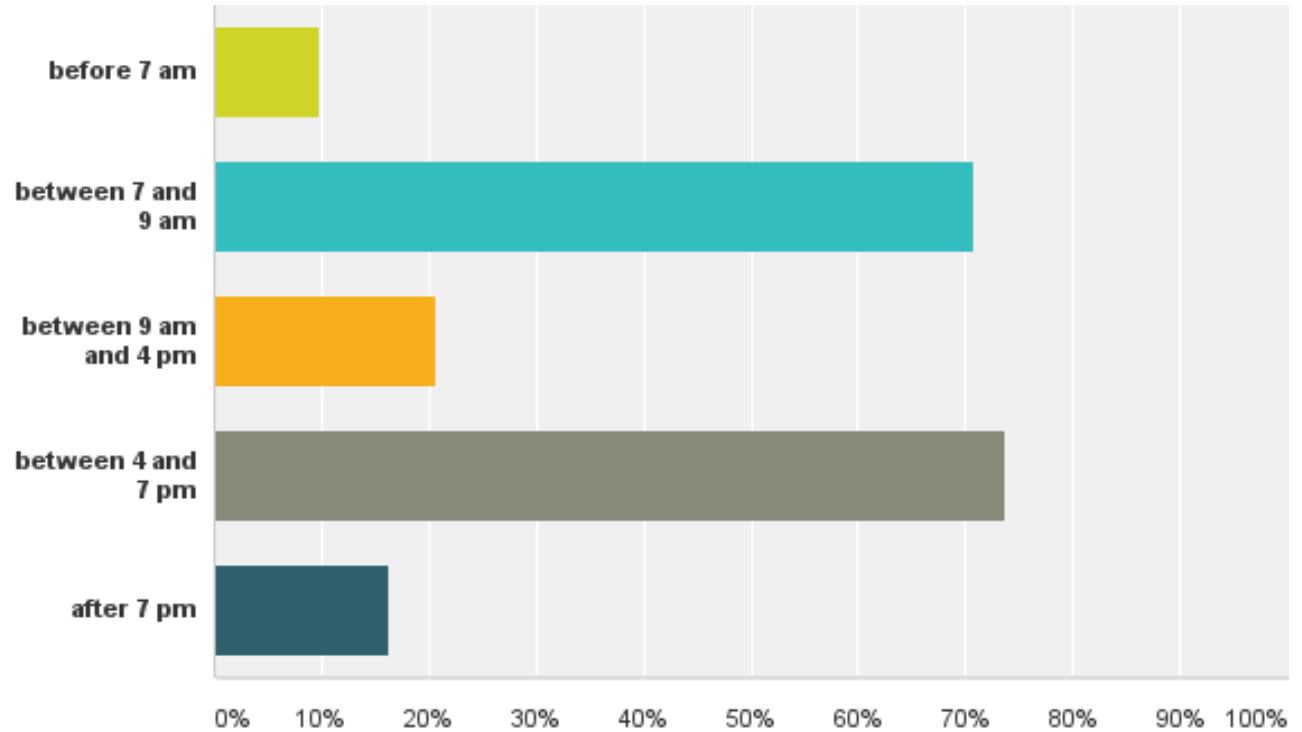
Q1: 1. How often do you use this station?

Answered: 2,840 Skipped: 11

Answer Choices	Responses	
6 to 7 days a week	11.83%	336
4 to 5 days a week	63.13%	1,793
2 to 3 days a week	9.19%	261
once a week	3.84%	109
a few days a month	7.68%	218
a few days a year	3.80%	108
once a year or less	0.53%	15
Total		2,840

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

Answered: 2,839 Skipped: 12



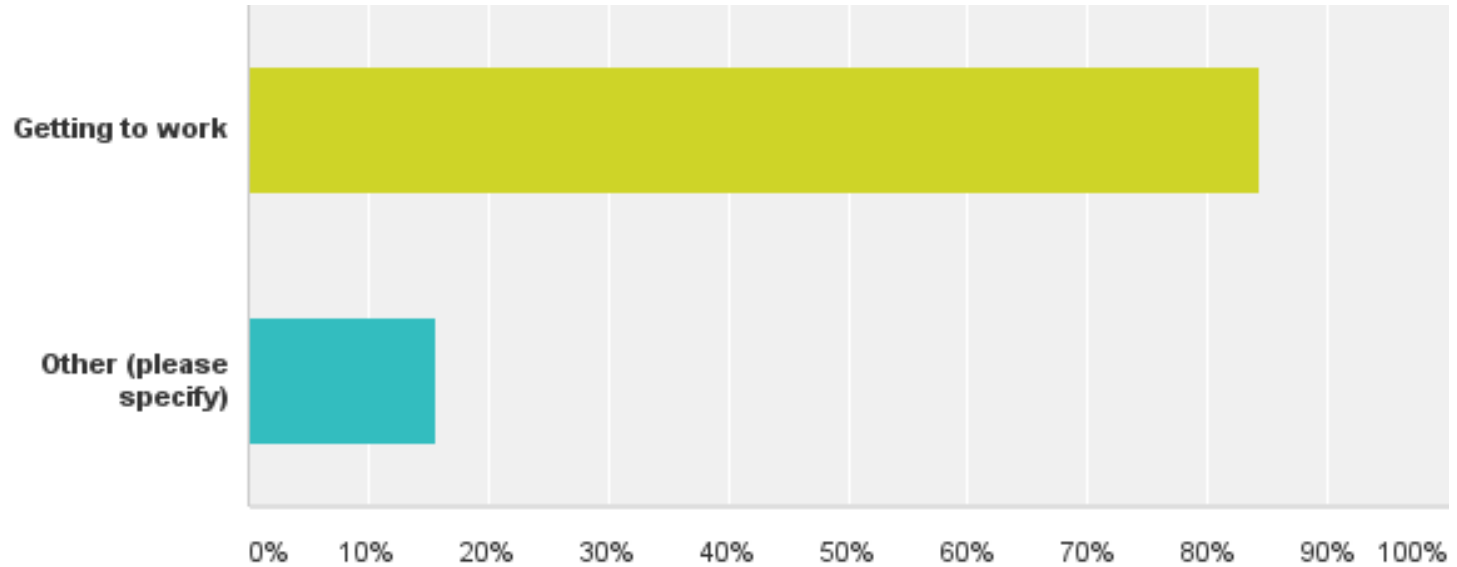
Q2: 2. When do you usually use this station? (check all that apply)

Answered: 2,839 Skipped: 12

Answer Choices	Responses
before 7 am	9.72% 276
between 7 and 9 am	70.83% 2,011
between 9 am and 4 pm	20.68% 587
between 4 and 7 pm	73.62% 2,090
after 7 pm	16.38% 465
Total Respondents: 2,839	

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

Answered: 2,832 Skipped: 19



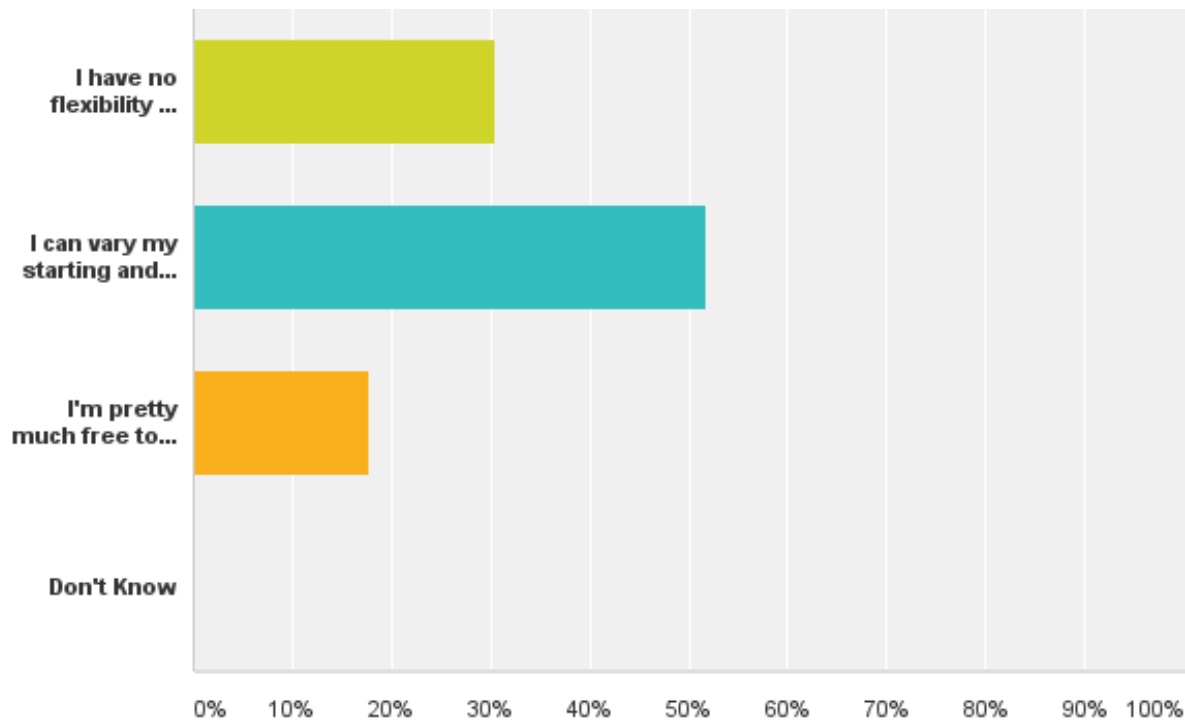
Q3: 3. Why do you usually use this station?

Answered: 2,832 Skipped: 19

Answer Choices	Responses
Getting to work	84.29% 2,387
Other (please specify)	15.71% 445
Total	2,832

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

Answered: 2,363 Skipped: 488



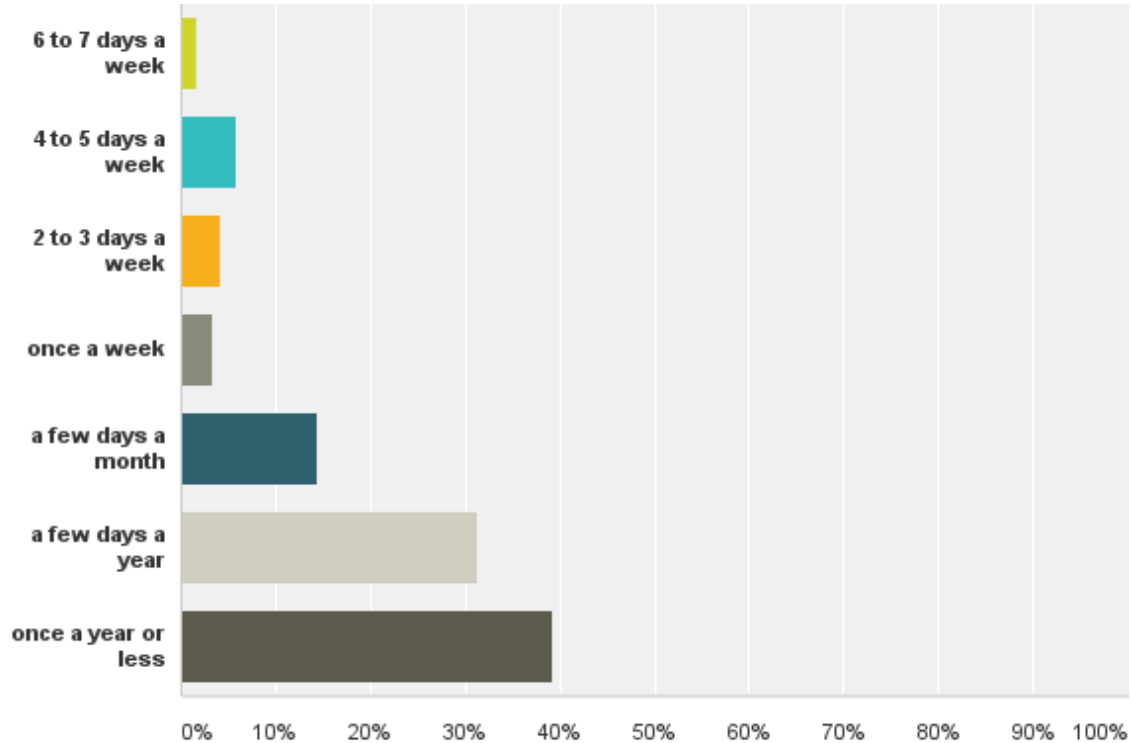
Q4: ...3.a) which of these best describes your working hours, or the times you have to be at work?

Answered: 2,363 Skipped: 488

Answer Choices	Responses	
I have no flexibility in the times I have to be at work	30.43%	719
I can vary my starting and finishing times, but not by more than 30 minutes	51.80%	1,224
I'm pretty much free to adjust my starting and finishing times as I like	17.69%	418
Don't Know	0.08%	2
Total		2,363

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

Answered: 2,787 Skipped: 64



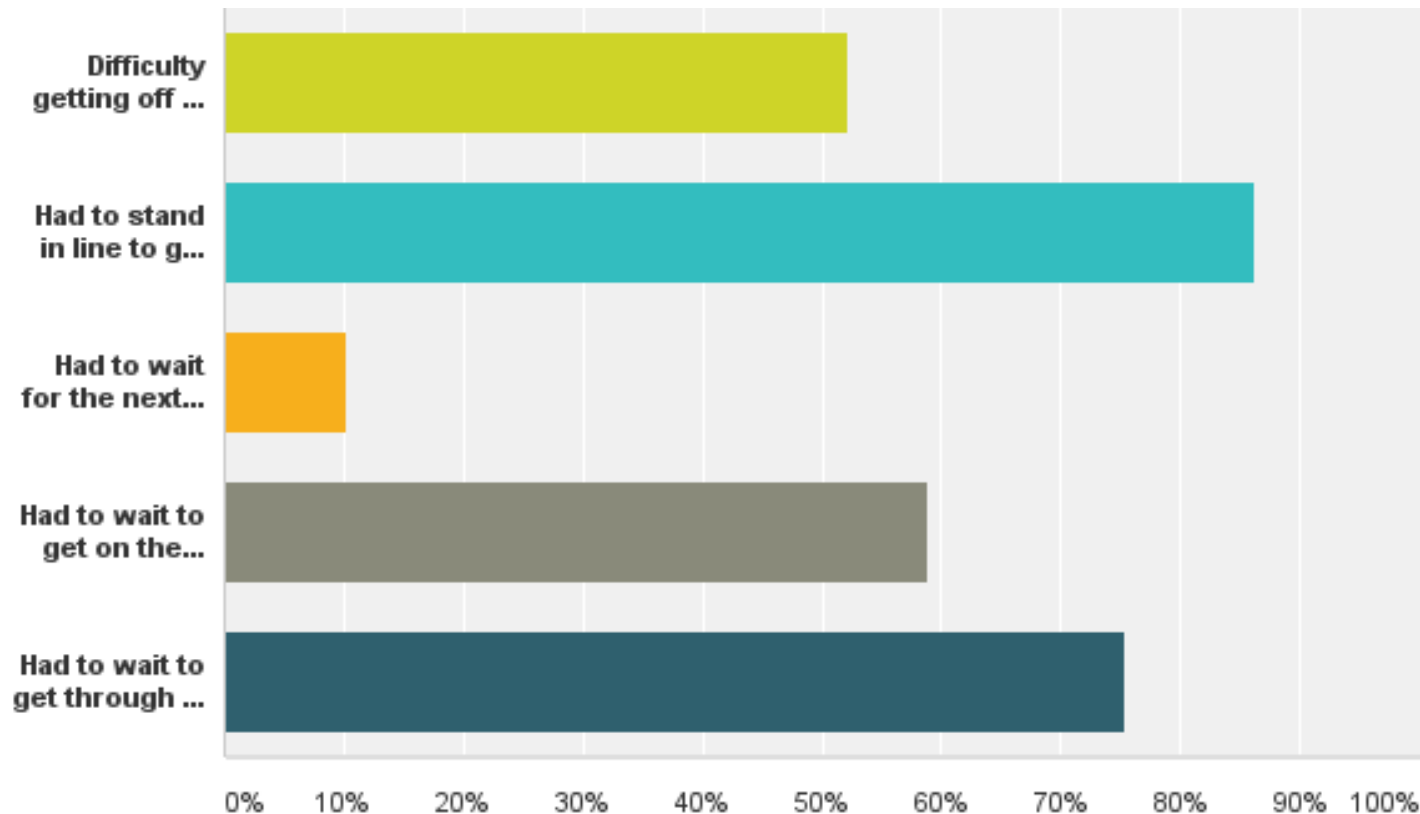
Q5: 4. How often do you transfer between BART and underground Muni Metro trains at Embarcadero?

Answered: 2,787 Skipped: 64

Answer Choices	Responses	
6 to 7 days a week	1.65%	46
4 to 5 days a week	5.78%	161
2 to 3 days a week	4.27%	119
once a week	3.30%	92
a few days a month	14.50%	404
a few days a year	31.29%	872
once a year or less	39.22%	1,093
Total		2,787

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

Answered: 2,617 Skipped: 234



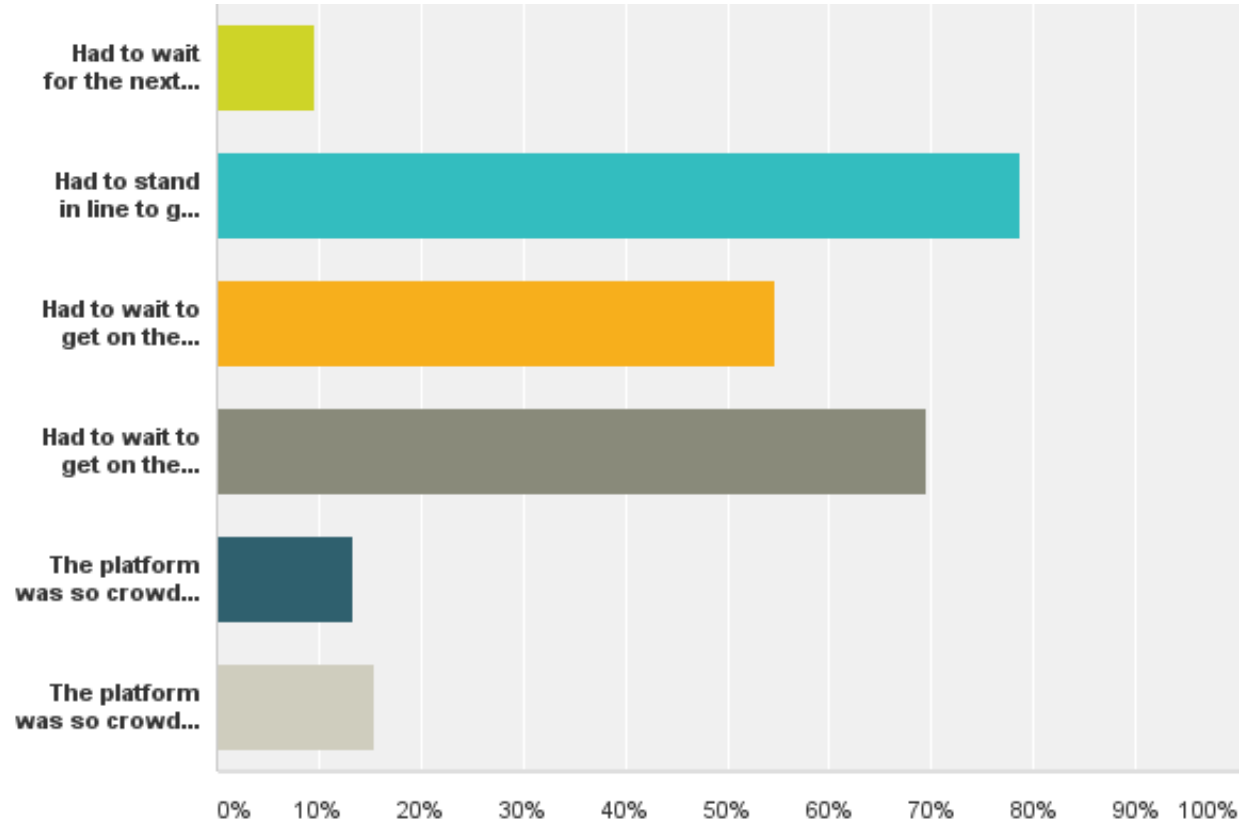
Q6: ...when getting OFF BART and exiting the station? (check all that apply)

Answered: 2,617 Skipped: 234

Answer Choices	Responses	
Difficulty getting off the train because the platform was too crowded	52.27%	1,368
Had to stand in line to get on the escalator	86.28%	2,258
Had to wait for the next elevator because it was too crowded to get on	10.20%	267
Had to wait to get on the stairs	58.96%	1,543
Had to wait to get through the fare gates	75.47%	1,975
Total Respondents: 2,617		

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

Answered: 2,181 Skipped: 670



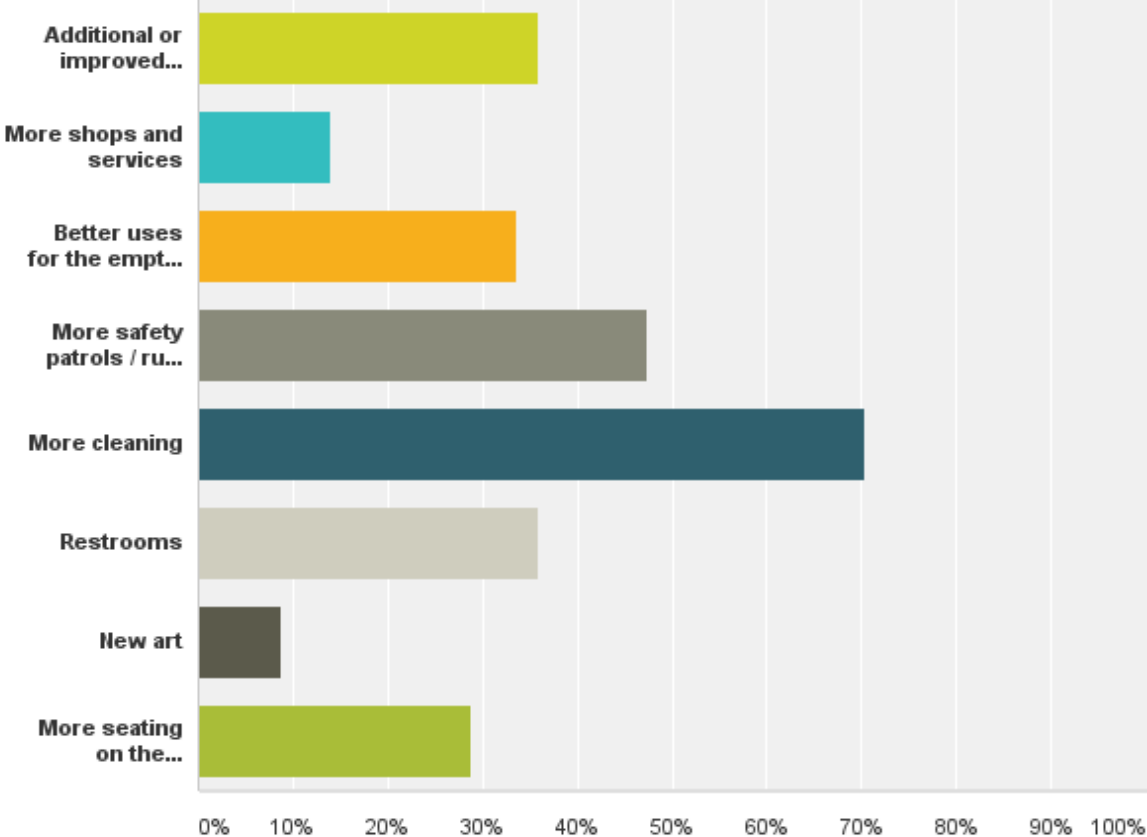
Q7: ...when entering the station to get ON BART? (check all that apply)

Answered: 2,181 Skipped: 670

Answer Choices	Responses	
Had to wait for the next elevator because it was too crowded to get on	9.58%	209
Had to stand in line to go through the fare gates	78.68%	1,716
Had to wait to get on the stairs	54.61%	1,191
Had to wait to get on the escalator	69.51%	1,516
The platform was so crowded, I felt uncomfortable waiting for the train	13.34%	291
The platform was so crowded, I had difficulty getting on the train	15.41%	336
Total Respondents: 2,181		

Q8: Station Environment (please choose your top three)

Answered: 2,677 Skipped: 174



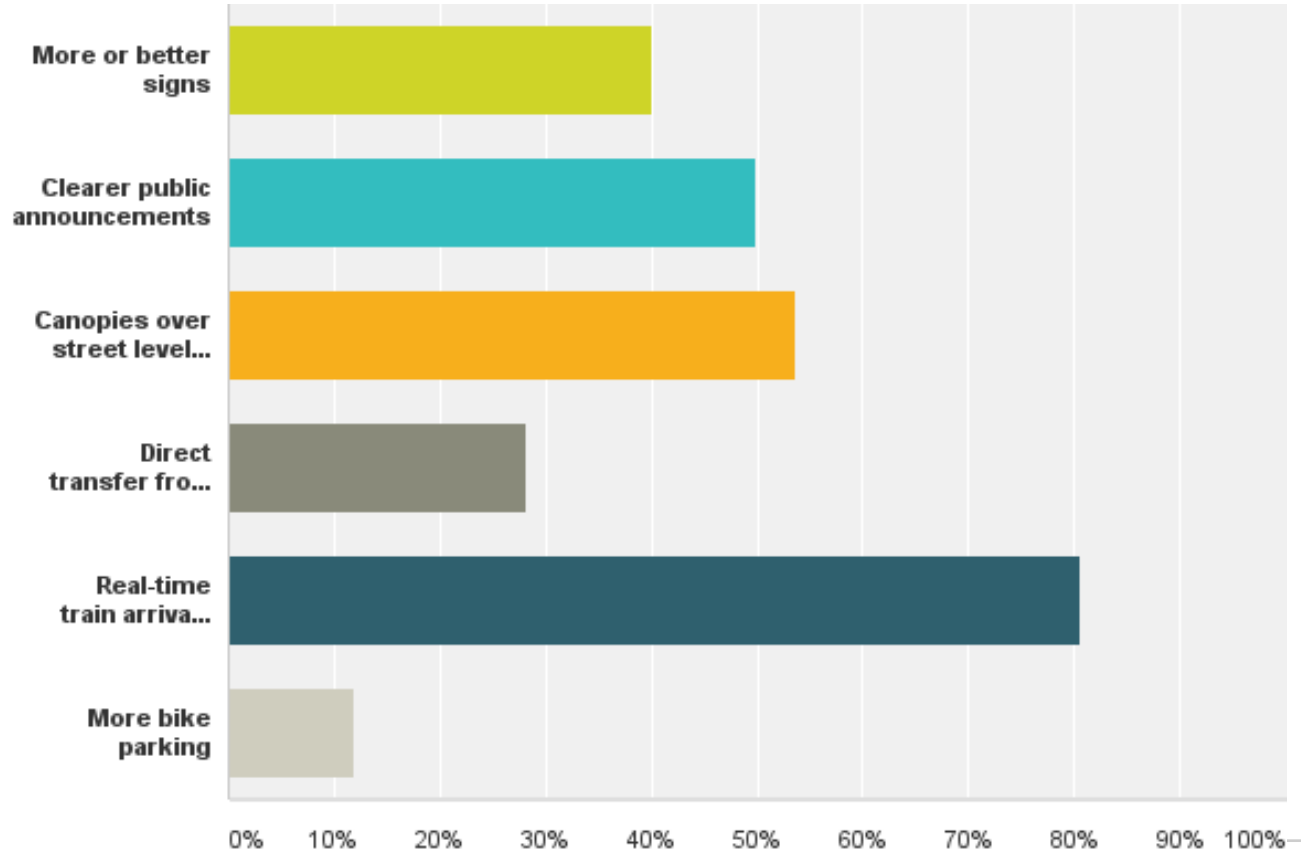
Q8: Station Environment (please choose your top three)

Answered: 2,677 Skipped: 174

Answer Choices	Responses
Additional or improved lighting	35.82% 959
More shops and services	13.97% 374
Better uses for the empty areas on the concourse (faregate) level	33.51% 897
More safety patrols / rule enforcement	47.48% 1,271
More cleaning	70.30% 1,882
Restrooms	35.82% 959
New art	8.74% 234
More seating on the platforms	28.91% 774
Total Respondents: 2,677	

Q9: Station Access (please choose your top three)

Answered: 2,639 Skipped: 212



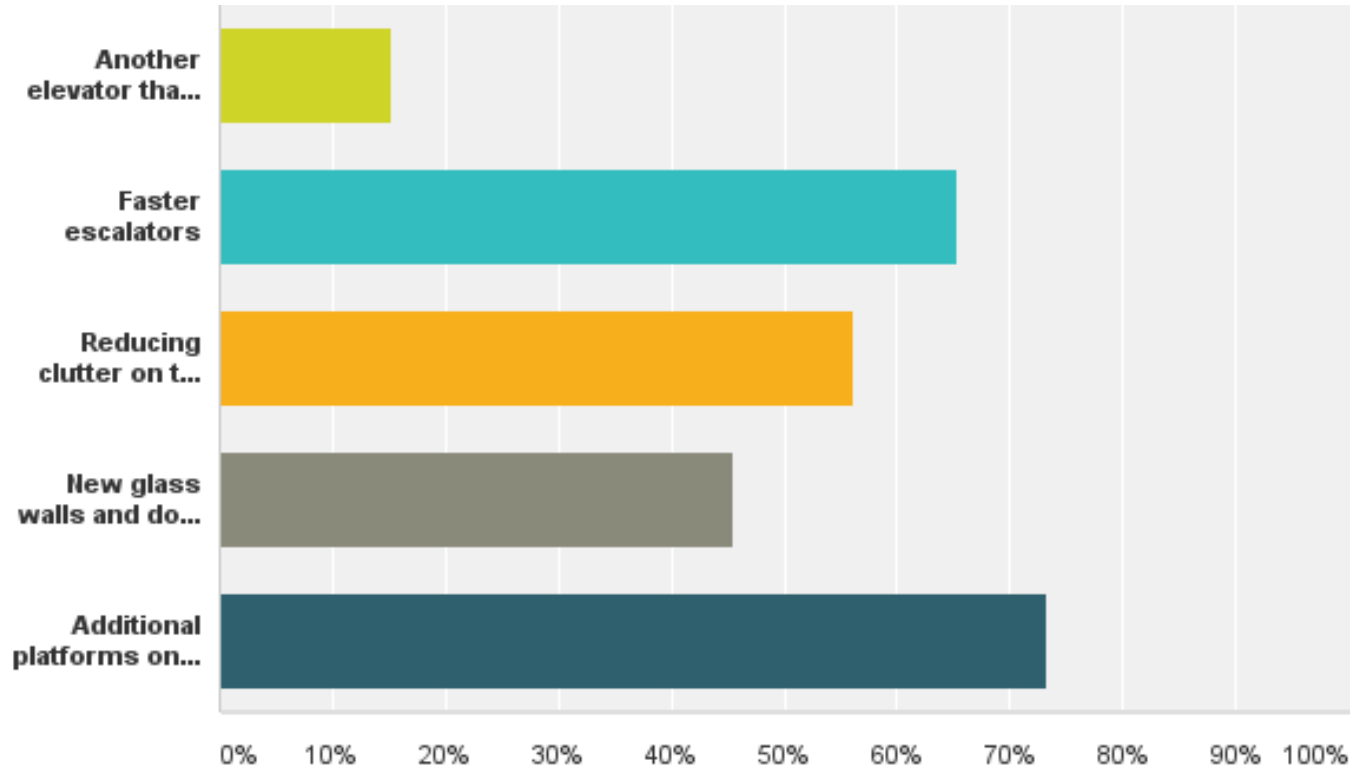
Q9: Station Access (please choose your top three)

Answered: 2,639 Skipped: 212

Answer Choices	Responses
More or better signs	40.09% 1,058
Clearer public announcements	49.87% 1,316
Canopies over street level station entrances to protect escalators from weather	53.58% 1,414
Direct transfer from BART platform to underground Muni Metro trains	28.23% 745
Real-time train arrival displays at street and concourse levels	80.60% 2,127
More bike parking	11.97% 316
Total Respondents: 2,639	

Q10: Capacity Improvements (please choose your top three)

Answered: 2,592 Skipped: 259



Q10: Capacity Improvements (please choose your top three)

Answered: 2,592 Skipped: 259

Answer Choices	Responses
Another elevator that is larger	15.20% 394
Faster escalators	65.28% 1,692
Reducing clutter on the platforms	56.21% 1,457
New glass walls and doors along the platform edge to make more usable space on platforms	45.41% 1,177
Additional platforms on the opposite side of the tracks to relieve crowding	73.34% 1,901
Total Respondents: 2,592	