

J-Church Transfer Survey (17 questions)

This survey was emailed to 381 UNN members on Friday, Oct 15. The following is the full results of all 166 responses collected through Oct 27 with every comment included verbatim.

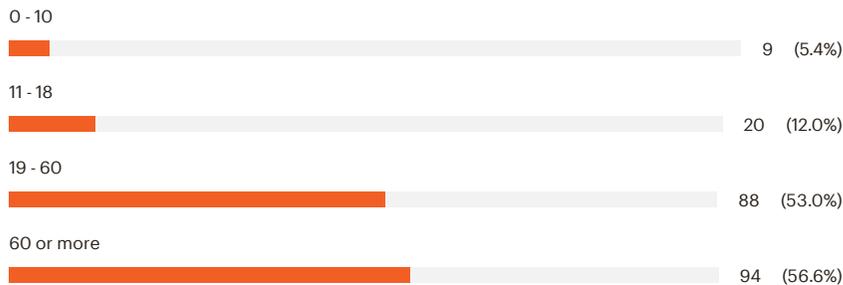
Question 1 has 166 answers (Radio Buttons)

“Does anyone in your household ride the J-Church on a regular basis?”



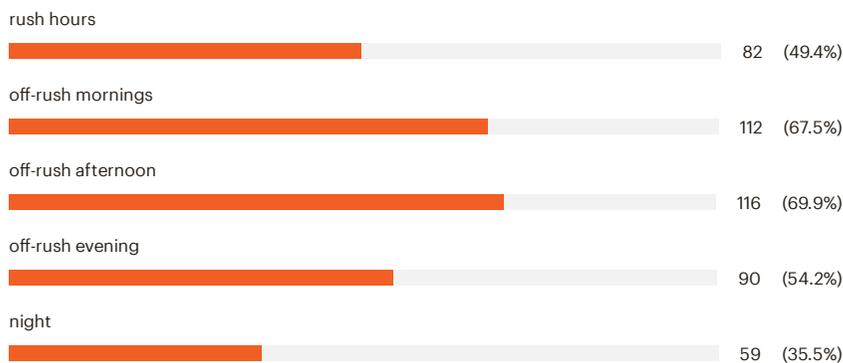
Question 2 has 158 answers (Checkboxes)

“What ages are those riders? (choose all that apply)”



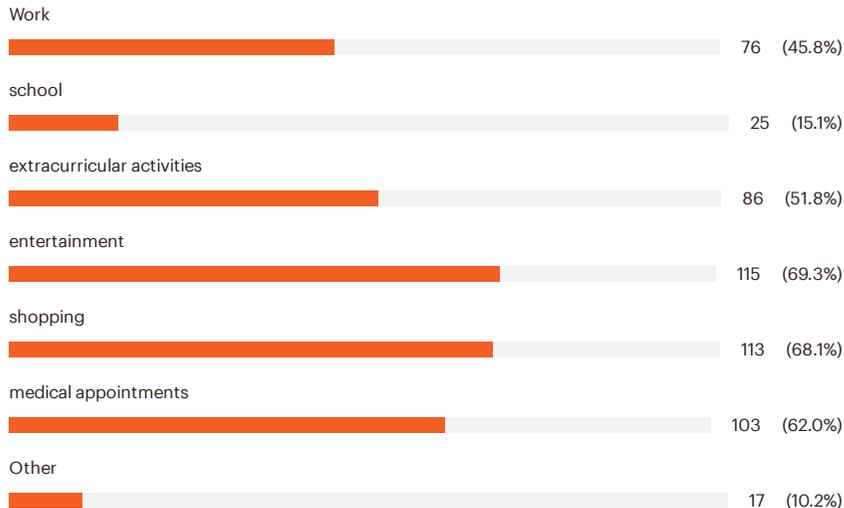
Question 3 has 156 answers (Checkboxes)

“How often do they use the J-Church? (choose all that apply)”



Question 4 has 159 answers (Checkboxes)

“For what purposes? (choose all that apply)”



Open text responses to "other":

Phyllis Ball said:

"some times to meet up for dinner"

Phyllis Ball said:

"Contract jobs all over downtown & civic center."

Elizabeth (Lisa) Chan said:

"Meetings, Other business."

Upper Noe Merchants said:

"Main Library, City Hall"

Emily Zimmerman said:

"Travel to Glen Park BART and City College SF"

Karen Kennard said:

"Exercise class; to attend political rallies/events at Civic Center and Justin Herman Plaza; to meet incoming ferry passengers and Amtrak passengers at the Ferry Building"

Marilyn & Rik Bancel , Myslewski said:

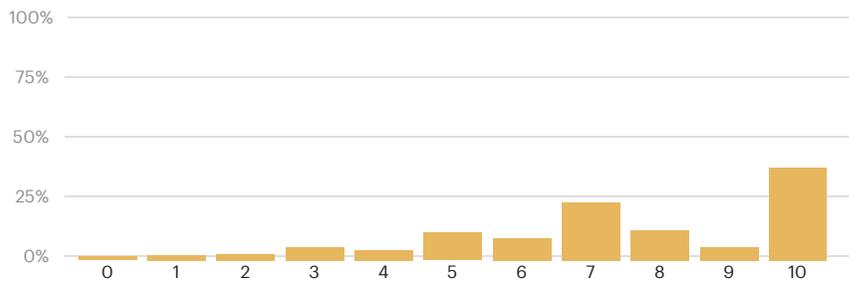
"walking in other parts of town"

Phillip Kobernick said:

"Social "

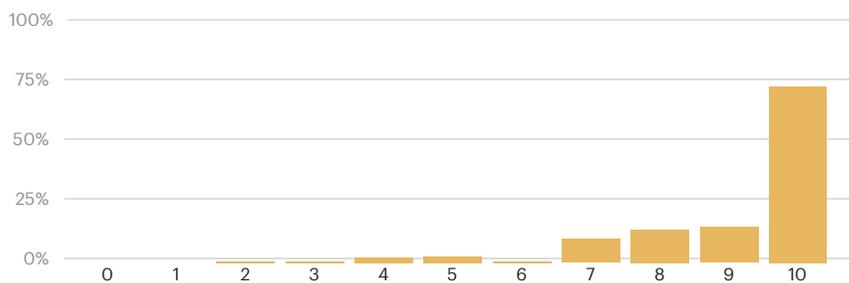
Question 5 has 166 answers (Range) Avg rating: 7.3

“Speed / travel time”



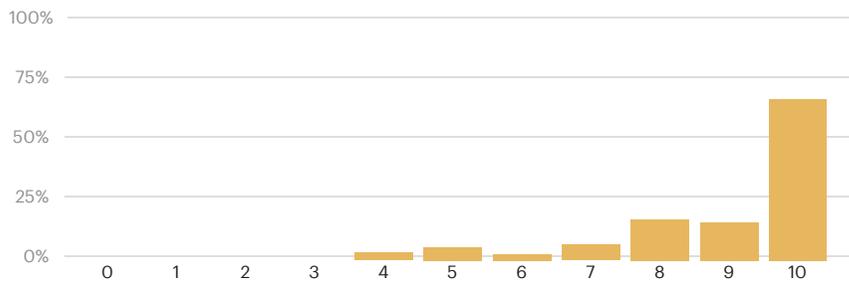
Question 6 has 166 answers (Range) Avg rating: 9.0

“Reliability (whether the train shows up as scheduled and successfully completes your trip)”



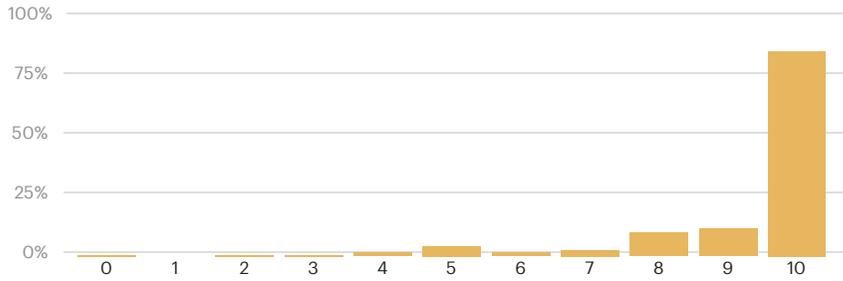
Question 7 has 166 answers (Range) Avg rating: 8.9

“Convenience”



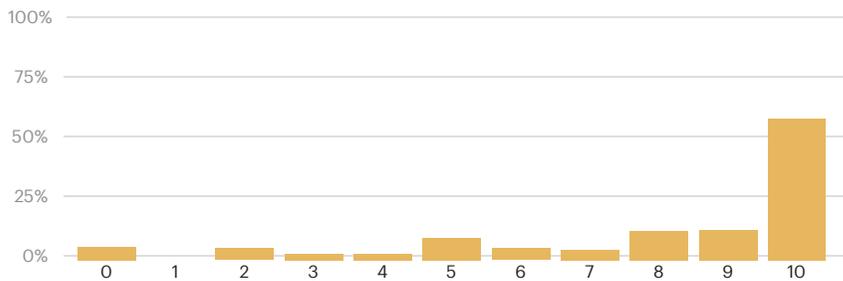
Question 8 has 166 answers (Range) Avg rating: 9.2

“Safety”



Question 9 has 166 answers (Range) Avg rating: 7.9

“Accessibility”



Question 10 has 166 answers (Radio Buttons)

“Does the transfer at Market Street deter anyone in your household from taking the J-Church to or from downtown? (select one answer and then explain your choice below)”



Question 11 has 131 answers (Open Text)

“Please say more about your answer.”

"The whole point of me taking the J-Church is to get downtown, so not having a transfer point deters me from taking the J-Church in the first place."

"Adds time, dangerous, a landmine to navigate curbs, traffic, lights, weather, broken filthy dangerous elevators, waiting AGAIN at Market for a another train to get downtown that is most likely full,crowded and dangerous train platforms to stand on AGAIN .Kids get confused with the transfer. More people running on the platform to get the train while they are running down the steps. People trip and fall, kids, older folks and disabled do NOT benefit from a transfer. Dangerous. When crimes against women stop, then think about changing the J. All girls and women once again will be put in an unsafe situation. How much work should be required to get downtown, to cultural events, to doctor's appointments??? Was thinking of my present needs, future needs and family needs. I moved to my house because the J got me directly to the above locations. I love this! I Now as I age in my neighborhood, my transportation gets more difficult. It's heartbreaking. My property taxes go up. Who benefits from this? Nobody. I pay a huge amount of property taxes for what? One more nail in the coffin. The J gave me a quality of life that I have gladly been paying for. Stop this nonsense. Leave the J as it is. Do not change it. It is not broken. It is a scapegoat for another issue. The J was never noted for speed. It is a quality of life train that ties a neighborhood together. Have an important 8am meeting at work, , leave more time for the ride to work, take Bart, take the Mission 14R. Use Lyft and Uber. There are choices here. The J is not the problem. "

"We have ridden the J because there was no transfer. Now it doesn't make sense for us"

"As a senior with a lifelong mobility disability, having to get off at a high platform to transfer requires much EXTRA work and EXTRA time. ESPEC. at Church & Market, it is BIASED against people with disabilities, to have to get off, cross 2 lanes of Church and then trudge UPHILL across 5 lanes of Market and then trudge MORE UPHILL to the elevator and HOPE the elevator works. This was dreamed up visionaries who are ABLE-BODIED and NOT escorting children in strollers or accompanied by toddlers."

"The inconvenience and delay have caused us to change plans."

"I worry about falling in the crosswalk at Church/Mkt - every time! A person with low-vision would surely not be able to see how to avoid all the deep cracks and missing pavement. The intersection has been in a shocking state of disrepair for years and our Mayor, and every local politician, should be made to walk that area to see what we have to go through. The lights are extremely long and having to be outside in inclement weather when the J could just continue towards downtown is reasonable and practical. Also, being able to wait underground at Van Ness Station for the Inbound J to come

"My wife and I, both in our eighties, regularly use the J car. The current stoppage at Market, makes the use of public transportation much for difficult for us to use."

"Our grandson stays with us regularly during the school week. He has stopped taking the J because hhe cannot depend on it taking him to his downtown school I stopped taking it because of an arthritic hip. The transfer at Market St. was problematic for me. "

"On several occasions my wife and I have decided to drive because of the inconvenience and uncertainty associated with the utterly unnecessary J transfer at Market / Duboce / Church. We are very disappointed that our neighborhood's main public transit asset is now almost useless. Another sad drop in the bay-area bucket of undermining and ruining public transit at every opportunity."

"My mother who is elderly will have problems "

"1) I have regular midweek appointments downtown. As I'm currently working from home until January, I time these appointments at the end of my workday. I drive to these appointments because with the forced transfer from the J to another train, the travel time downtown is unpredictable and I would have to leave my home even earlier. 2) Also, when traveling to Hayes Valley for evening entertainment (Symphony, Opera, Ballet, or just dinner) I used to take the J home. However, because of the forced transfer I have taken a Lyft/Uber home the last few times I've gone to Hayes Valley in the evening. "

"child safety is an issue, particularly at night - the safeway attracts all kinds of bad elements"

"I find myself not attending anything that would require coming home at night and having to make that transfer instead of being able to ride the J all the way home. This is not good, it means I have to miss things that are important to me. Also, the transfer is very inconvenient if you have been shopping and have to get off and wait and get on instead of being able to get all the way home from downtown. I am worried about having to make that transfer if I were returning from a trip (with luggage) or if I travel to the East Bay and come back on BART. I used to be able to change from BART to the J with ease and get safely home. In the past, if I were making a transfer from another line to the J, I would do that at Van Ness, not at Church and Market or Church and Duboce so that I could wait in the station. I do not feel safe having to stand out at the transfer stop after dark. It'll be a big problem, too, in winter with rain. When the J runs all the way from downtown it is possible to wait inside, in a dry, safe, well-lit station and then get all the way home on one vehicle. "

"The J-Church is essentially pointless absent it running downtown. My transit \$s will shift to uber/lft in the absence of full downtown service being restored "

"The transfer is not convenient and adds time to the trip."

"I work downtown and it is VERY inconvenient for it to stop at Market street."

"It's always more efficient to go directly "

"I am a very senior citizen and it is so inconvenient and time consuming to have to walk to the transfer point and wait for the next MUNI. It is especially bad in cold or inclement weather. "

"There is no incentive to take J with a transfer. It's less convenient, less safe, more cumbersome when carrying bags or other goods."

"It is too hard to make a transfer if you are older."

"I normally transfer to the N going west; it's never been clear whether I'm allowed to stay on until the actual final stop or if I have to leave at Market Street."

"I would prefer that the J-church continue down town as was originally intended."

"Transferring adds on a ton of time, especially during rush hour. Muni is already a bit hard to predict/unreliable timing wise, so adding in a transfer and waiting for yet another (jam packed) train (likely not fitting on the first and needing to wait for another) is only going to cause more issues. I don't see a way that I can take it to work, the time and hassle is not worth it, would rather buy a car (wildly expensive), take BART (walk far to get there) or pay for uber. This is sad considering the tax payer money supports transportation that I'll have to pay more. I am also lucky I have the means to do that (though I would prefer to put my money elsewhere and not have to rebudget and make cuts) --I am very concerned about all the people who do not have the means to do this, or who are physically handicapped which makes this transfer all the more inconvenient. "

"Forced to transfer and walk farther is harder on me as a senior rider. "

"The transfer feels less safe and means being exposed to rain and cold weather "

"Already takes twice the time as BART even if I include the added 25 minute walk from my house! "

"We've been avoiding the J Church when we need to go to and from downtown. When I've taken the metro home from downtown once recently, I had to wait almost 20 minutes at the Church/Market transfer point. Never again! This also means that I stop off in downtown Noe Valley to shop less frequently, since it's no longer on my way home."

"It is BEYOND frustrating!! While lugging bags, gotta cross street, change grade, use up the transfer on my clipper, and waste an extra 15/20 min for no reason."

"The transfer is very unsafe for women traveling alone. I have been harassed at the transfer point in the morning, afternoon and evening. I've witnessed violence at that stop. I have also witnessed an elderly person getting his walker stuck in the tracks while trying to make the transfer. "

"Yes. It's not safe in the evening to transfer."

"I walk with a cane. To go downtown I have to cross 2 intersections with tracks at Mkt/Church to get to the elevator to go to another streetcar downtown. It is very difficult, scary, and time consuming. "

"It's difficult for seniors to do any transfer. "

"We have been stranded on more than one occasion at Market and Church when the train stops running -- also long waits for the transfer. "

"I am a patron of the opera, ballet, symphony and SFJazz, and the performances sometimes last to 11:00PM and at that late hour I do not like to have to wait for the J at Market/Church. And if it is raining, should we ever get rain again, there is no shelter at this stop! And for us older adults it will be a huge inconvenience to not be able to board the J at the Van Ness station and take it to wherever we live, especially at night. "

"So far, it has delayed 100% of my trips downtown making me late for appointments. I also do not take it at night due to safety concerns with the transfer."

"can not do this...easier to drive. can not wait late at night Mkt/Chruch...too dangerous "

"Transferring busses/trains is a part of life. Not every ride requires going downtown."

"I just had a hip replacement and a Pacemaker inserted. My wife does feel safe transferring, especially at night."

"Rather stay surface and transfer to F car. "

"It already takes about 35 minutes to get downtown on a direct route. Transferring adds at least 15 minutes. At the point it is faster and safer to drive."

"The greatest purpose of the J is to get downtown without transfers or other hazards. "

"I have lived in Noe Valley for eleven of the 25 years I have lived and taken public transportation in San Francisco. The J Church is a slower but reliable and relatively pleasant line that I feel safe bringing my children on. Adding a necessary and involved transfer (disembarking at Market/Church, crossing intersection, going underground to catch next train) will not only make a J-Church trip invariably slower but will add transfer variables that will not make me feel safe eventually sending my unaccompanied minor children on that line."

"We have 2 kids aged 13 and 15 going to school near Civic Center. The transfer takes 10 minutes, is dangerous and we don't want them to wait at night in this area. Therefore we have to take our car to pick them up which prevents us/them to use public transportation "

"Both my wife and I are septuagenarians with limited mobility. It is a challenge to navigate the stairs on the J Church, so entering and exiting on either a raised platform or in the subway is to be preferred. In addition, crossing Market street is dangerous."

"I don't get a seat on crowded trains It's a physical inconvenience to have to change trains. "

" I am opposed to having my trip interrupted by having to get off the train to transfer at Market Street. I have not used the shortened J-Church because as a senior with certain mobility issues-- I'd rather not have to be dodging traffic at the busy intersection, while stepping over the tracks and cracked streets to go down 2 flights to Muni underground or cross over 2 streets to get to an elevator. It does not work for me. I currently have to pay out of pocket for essential trip taxi fare and tips to avoid the hassle of transferring to get downtown and back on the J Church that I've depended on for year to get my where I have to go. There is no time savings, I'd like full service restored and not put off to the future."

"We have varying degrees of mobility issues. Often need a cane. Have balance issues."

"Because it makes it harder to bring a rolling basket for shopping, we use a car instead."

"Increases travel time, inconvenience and reliability "

"Makes the J Church largely pointless. Feels like a sneaky way of closing by proclaiming in a couple of years that ridership is low. A self- fulfilling prophecy..."

"Transferring at Market Street makes the trip downtown (and back home) slower and less convenient. It can definitely make it less reliable; once you're on a train it's more-or-less a sure thing, but if you have to transfer you're at the whims of the MUNI schedule for the other trains in the system. The transfer will definitely make the trip less accessible. No one in my household uses a mobility device yet, but I know friends in the neighborhood on the J route who do, and going over curbs and down stairs (or waiting for the frequently out-of-service elevators) is absolutely untenable for them."

"We're a family of three toddlers, transferring at that intersection especially since that's also where a high percentage of meth users around Safeway hang out, it's a bummer. If they put a stoplight at Dubose and Church so that the N and the J were regulated along with the 22 (I don't know why on earth there's any vehicle traffic on that block) This transfer nightmare wouldn't have to happen"

"Forget the double transfer at night or early. I take BART now from Glen Park. Terrible service decision. Disparate treatment to Now Valley. "

"I love my stop at 30th and Church !! I know there is a lot of tunnel traffic so I bassine that why I need to transfer, "

"The transfer is inconvenient and discourage us from going downtown in the first place. "

"We are elderly and walk with canes. Navigating the Church Market Sts intersection is extremely difficult for us."

"Concerns ars safety, being disabled, wait time for transfer and crossing the street."

"Because the above ground section is so slow, the J is already a less that ideal route, but it is the most accessible. Changing trains at market will make the journey even longer. Additionally, the trains are never synchronized such that you can jump directly from a J to the N. And at rush hour the N is always packed in-bound. Many additional N trains would have to run to make ending the J efficient, such that you might as well run the J downtown. Further more, the stretch of Church between Market and Duboce often feels unsafe and is a very unwelcoming environment. I would note have my kids spend time waiting on that block along Safeway."

"I will 100% stop using the J because transferring is a nightmare "

"Cumbersome. Often can't get seat. Adds time"

"Will definitely deter me from riding. Interrupting the J-Church will now force me to give up my seat and disembark, and sometimes with a full train of people, then have to walk outside and across a wide and busy intersection to get to another location, only to then wait for another train. Then I have to probably fight for a seat or stand. Unacceptable!"

"Having to change trains by going underground at Church and Market is an unbelievable hardship. I am appalled that the SFMTA, spouting Transit First slogans would make such a stupid move, essentially orphaning Noe Valley with ist large population of older people, some of whom are disabled, and young parents with their strollers. What were they thinking--"what is the best way to discourage use of public transit in SF? Let's stop the J-Church at Market Street and force everyone to make a difficult transfer!" Well, SFMTA, you got your ill conceived wish. RESTORE J-CHURCH SERVICE TO THE EMBARCADERO NOW!"

"I moved to this neighborhood years ago because I could ride the J Church downtown. I am too old to do the transfer at night and even during the day with packages from shopping. No longer serves me like the rest of the public services in this city. "

"We will not continue to use the J this winter as it's getting dark earlier and the transfer is not safe. Carrying groceries from Civic Center is no longer viable because of the transfer. For drs visits downtown it is now easier to drive."

"Extra effort and time required. Less hassle for me to walk equal distance to BART and use that instead."

"Both I and my wife used to take the J regularly -- to shopping, doctors' and haircut appointments, evening activities, etc. Neither of us has ridden the J in over a year. Even without Covid, the forced transfer would be a show-stopper for us; we'd rather drive or ride-share."

"takes longer, involves changing, not so convenient. "

"The transfer (either to down-town or the N Judah to UCSF Parnassus Medical Center) is very inconvenient, especially for a person of my age (77). And soon it will be rainy-season and that will further exacerbate the transfer issue. Further, every transfer means more wait time and more risk of there not being a train in a reasonable time!"

"Because of that transfer I have been driving instead of taking the J. I hate that I have to transfer and I hope you will change the J back to going in the tunnel ASAP. I want to use the streetcar !!!"

"I return from work often around 9PM. The transfer/waiting for transfer at Market Street will make this a very cumbersome process."

"For 20 years I have always taken the J-Church when I go to the financial district/ civic center/ Union Square. Interrupting the J-Church means I now have to give up my seat and disembark, sometimes with a mob of others, and walk outside across extremely busy, wide, and dangerous intersections to another location, then wait for another train, sometimes in the dark, and then possibly fight for a seat or stand. This is untenable. Interrupting the J-Church also makes a long trip take even longer. The J-Church trip downtown was already slow going because of the segment above ground. My personal experience with changing trains is it makes the trip take even longer. I will not take the J-Church to get downtown for these reasons. This change makes the trip too difficult and dangerous. "

"Very inconvenient, unreliable, adds delays"

"Will depend on speed, weather, etc"

"What's the point of taking the J if it doesn't take you downtown? I have no reason to be on Market Street. Does someone at SFMTA own a business at that intersection or something and need more customers?"

"The outbound transfer is absolutely disgustingly difficult. It's an insult to the riders, it's scary for women and children, and exposed to the weather."

"It makes our muni trip longer, and less likely to use it regularly if we have to transfer at market. "

"It is very inconvenient to have to transfer going downtown or coming back"

"Takes too long to transfer. Lately end up taking a ride share instead "

"The Transfer is dangerous for children because they need to cross many lanes of traffic and go downstairs to get the subway. The transfer is dangerous for seniors because it is hard to navigate the stairs. The transfer is hard on everyone coming home at night. Soon it will be darker even earlier, and in the rain we will need to drive instead."

"Waiting for a train down town really slows us down."

"The transfer both adds time and increases the unreliability of transit time, so that riders have to take a taxi or Uber if dependability and transit time are crucial"

"I'm 82. mobile but will drive my car if Muni not "easy" for me. Support Muni greatly, now see almost empty J cars go by my house on San Jose Ave. "

"Teenage daughters don't feel as safe/comfortable transferring. I don't want to transfer on way home from shopping with bags, etc. limited seats in the morning when transferring. To get to van ness is way more of a hassle with transfer. "

"If I have to transfer, then I might as well take the 24 Divisadero. The big advantage of taking the J-Church downtown (and returning home from downtown) has been the lack of need to transfer."

"Return transfer in the evening (safety issues) or bad weather. And it's just plain annoying "

"Walk or Ride the 48 to Mission, then ride the 14R downtown. "

"We strongly prefer a direct ride with no transfer, for safety and convenience. So since the transfer was imposed on us, without our input, we have switched to (a) private car; (b) Glen Park BART; and/or (c) 14 Mission bus, which is overcrowded."

"As a cancer survivor and someone with preexisting health issues, the change in service on the J-Church has been very difficult. I do not understand why the train no longer runs to the Embarcadero Station. The forced change at Market Street has forced me to often drive or take and a ride sharing car downtown. It's been an enormous inconvenience. "

"No, it makes the J-Church a much more attractive option, similar to the 24 (with transfer to the subway at Castro Station) which is very efficient."

"Inclement weather, mobility issues, danger of crossing Market St, and threatening strangers are scary. "

"Walking with a cane, crossing church st. to get to the stairs for the tunnel, and of course the stairs themselves. And the elevator option means having to cross market st. Seems stupid after muni built the 4 handicap ramps from 30th to Duboce."

"I won't ride transit if I have to transfer. Too cumbersome and time consuming"

"It would deter us from taking it, if it is not safe (mainly night time). "

"If members in my household are forced to transfer, it is a BIG deterrent to riding public transportation "

"It might add more time to the commute but I understand the reasoning. A solution is to add more trains at the transfer station. "

"The unreliability and amount of time from a transfer sometimes makes other options more necessary. Time is a factor where instead we'll have to drive and then pay for parking in a busy area and potentially contend with traffic. There's even been times where we've had to have both members of the household manage a car because parking and driving downtown was so hard – all of this can be helped by having more consistent and more convenient transit options to downtown "

"I'm 81 & not in the best of health. As MTA has decided "speed" is more important than serving residents, I will do my best to adapt to their bureaucratic contempt for those of us who once depended on decent public services in our City."

"Transferring at Market Street is cold and windy most days. It adds extra time onto a trip and makes it much less useful and pleasant"

"Transferring at Market Street on the J-Church to go downtown is a huge deterrent. It makes the trip much longer and way less desirable to do."

"we would end up taking the 24 bus and go to castro since the transfer is easier, even tho its much longer because its safer"

"Getting back from downtown is a huge consideration. Getting to Church and Market is easy enough. Waiting in the weather for an unknown (long) period of time for a J to show up? No thanks. And at night after a downtown or Civic Center performance? Nope. "

"I frequently go downtown for doctor appointments, social events, museum and art gallery visits. I used to take the J Church for these activities a lot but don't anymore due to the J Church transfer problems. Now I drive or don't frequent those downtown businesses. It takes extra time and planning for me to take the J Church downtown. "

"Driving downtown is nearly impossible, with the cost of parking and all of the construction going on downtown . Downtown is no longer friendly for cars. The J-Church is often my only recourse, but sometimes I'd rather avoid the trip altogether due to the hassles of the bus ride."

"Senior Citizen has major concern with falling, personal safety, and inconvenience. Will drive downtown instead of transferring."

"Rather than have to transfer at Market St., we drive downtown"

"My family uses the J Church to go shopping or to go to museums, etc. on the weekends. The transfer makes it a slightly less preferable choice, such that we might choose to use our car instead. "

"I would prefer to remain on the J from the time I get on to the time I get off."

"The transfer spot is poorly marked and the homeless and other street conditions at the transfer deter me from using the J to go downtown anymore. It is really too bad, Thank heavens for UBER"

"I take BART now. "

"It doesn't deter anyone but it is inconvenient."

"Sometimes I've had to wait extremely long times to get the transfer. I used to be able to have a predictable travel time to/from downtown. Now the travel time is unpredictable. Sometimes it's been as much as double what it used to be. I can't believe MTA thought this change improves experience! It has wreaked havoc for me. Muni used to be my transportation of choice to go downtown but now because of this change (and literally nothing else), I think twice before taking the muni. "

"Conversion of the J line to a Balboa Park/Market shuttle makes it completely useless to me as I have no reason to go to Market St. I formerly used it regularly to go downtown. I have not used it at all since the change. Although it's a longer walk I now use the 14R to get downtown. Basically I think that MUNI is trying to get rid of the J to hide their inefficiency at turning around cars at Embarcadero"

"I'll probably take BART more often when going all the way downtown. And use the J for trips to Glen Park or lower haight. "

This transfer adds from 20 minutes up to an hour when service falters. There are no down escalators at Church Street Station to go underground. This shows a total lack of consideration for seniors, the handicapped, and mothers/ caregivers with small children and strollers. This is a situation showing lack of planning, lack of knowledge of the neighborhood, lack of knowledge of how the system works. Fix the computer problem instead of creating more problems."

"It adds time and is inconvenient. The F is very slow and the wait time at the transfer point is inconsistent. G to be transfer to the underground lines adds time and involves crossing at a busy light, descending stairs unnecessarily and more wait time."

"From where I am it's quicker to take the bus and then get on the part to get downtown now. A big bummer not to have the J go through"

"For medical appointments "

"It is very inconvenient in bad or cold weather."

"Quite the opposite, J church was unusable as a commute option before."

"It adds travel time."

"Husband in wheelchair will not make that transition from surface to downstairs. I do not like transferring to another train because of crowded train coming from castro. if shopping won't want to transfer bags."

"Transfer downtown involves crossing dangerous intersection. Inbound trains are usually full by the time they reach Church St. station making it difficult to board. Return requires wait at unsafe and unsheltered stop on Church St."

"I don't like being outside again after getting on. the J needs to be no transfer. Not fair for the riders."

"It just makes the time longer. Also I am pregnant and walking down the stairs and navigating a transfer is hard—and I don't think it will get easier with a newborn in tow. During rush hour, transferring to what I know will be an already-crowded train is a big deterrent when I know I need a seat."

"Takes longer , unsafe and harder to transfer due to outside ramps and my disability "

"Makes it impossible to get to appointments or work/school on time "

"Increase in my commute time"

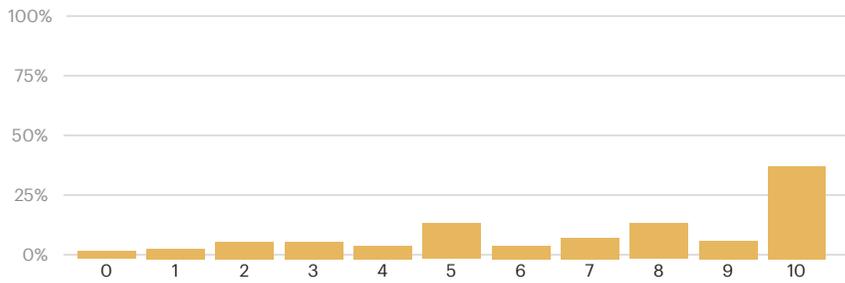
"Xfer too much of a pain so rather take Uber or drive. Unsafe for young ones riding alone and if shopping I won't go downtown at all. We will go to Daly City instead. "

"SFMTA under the guise of COVID broke the J-Church line without community input "temporarily" and they need to restore service to this crucial line asap!"

"We can manage it."

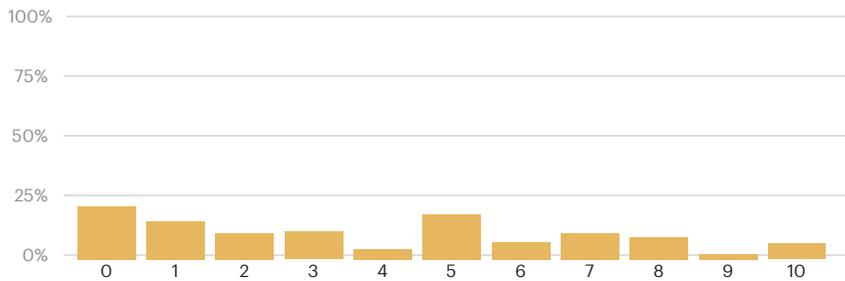
Question 12 has 166 answers (Range) Avg rating: 6.8

“To what extent are you physically able to transfer at Market Street?”



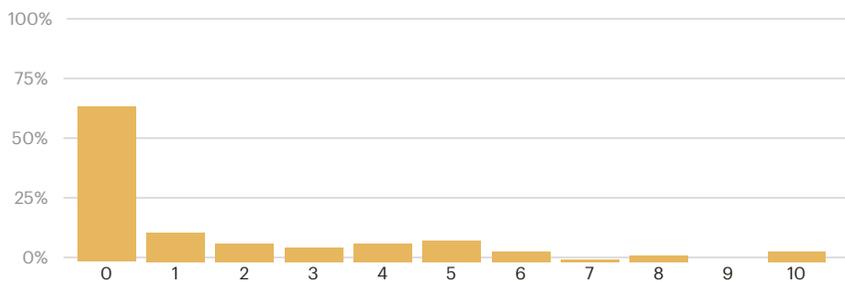
Question 13 has 166 answers (Range) Avg rating: 3.9

“How safe do you feel the transfer at Market Street is for your household members?”



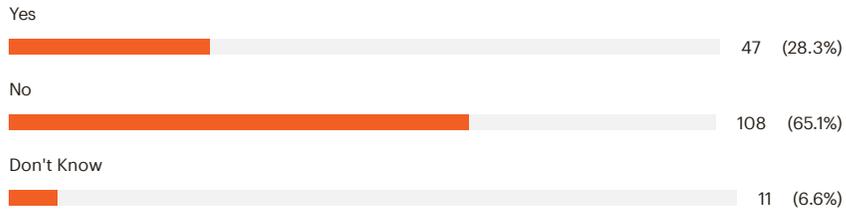
Question 14 has 138 answers (Range) Avg rating: 1.8

“How willing are you to allow your unaccompanied children to make the transfer?”



Question 15 has 166 answers (Radio Buttons)

“Does your household have reasonable public transportation alternatives to the J-Church to get downtown?”



Question 16 has 166 answers (Radio Buttons)

“Should SFMTA restore the J-Church line so that it runs all the way to downtown?”



Question 17 has 89 answers (Open Text)

“Comments:”

"PLEASE! "

"Muni should resolve the issues that hamper travel underground and rapid train turnarounds. 2 trains boarding at each stop underground has been intended but not implemented for many years. Forcing passengers to change behavior instead of addressing underground inefficiency is unacceptable."

"I won't be spending money downtown if I have to transfer. It will deter me from going there. I won't be supporting cultural events. I do not shop or eat in the restaurants on Church and Market. Having the J transfer there will not encourage me to go there. It's already an option with the J now and I don't get off for that neighborhood."

"We live outer Noe so no transfer is very helpful "

"MTA board of dirs. and Mayor Breed need to listen to people's NEEDs and not to Tumlin's Lego-land fantasies."

"Thank you so much for all your hard work in fighting for the residents of SF and all J Church riders. It is deeply appreciated. 🙏🙏❤️ "

"The emphasis on the alleged "few minutes saved" by making passengers exit the J car at Market St. is really a harsh and unkind judgment on the safety and lives of the elderly and disabled."

"In my opinion the J did not have regular on time performance previous to the transfer program at Market. Now it is completely undependable. It took me 50 minutes to go to City Center last week and I am five minutes from the J Church stop at 30th St."

"We must have the J restored to it's full pre-COVID route!"

"Of course. In two years I almost guarantee you that the SFMTA will justify the closure of the J Church line because of low ridership. Which is probably the intent of their changes anyway."

"J church is MOST convenient to our home"

"PLEASE RESTORE THE J. THE ANSWER IS TO IMPROVE THE SERVICE NOT MAKE IT WORSE BY MAKING RIDERS TRANSFER."

"Studies are flawed with current ridership and active trains. No good faith effort made to inform J riders. "

I had originally heard that they would have to run fewer trains and/or make it a one-car train to be able to make the full run; is that true?"

"This hurts the elderly, disabled and youngest the most. This is costly to me. In the past at rush hour I already often had to wait 30 mins at Powell or Van Ness for a J to come, so this is just pathetic and not going to help anything. If you're looking for a way for people to not ride the J, this is it. "

"Why wouldn't you restore the J Church line to downtown as a direct transit line? "

"Yes Take us downtown!!! My whole quadrant of the City is failing to take transit and going back to "

"I am strongly in favor of restoring the J Church to go all the way downtown. I never would have considered living in Upper Noe without the J Church. It is hard for me to get up and down the stairs at the Metro Station and the escalators are unreliable. I have no car (San Francisco encourages getting rid of cars) and rely on public transportation which I use at least five days a week. Now you've taken my direct MUNI route away. How does that make sense?"

"Please, for the love of the city, please restore the J. It's just not fair to cut us off (us=a large swath of the city!)"

"I do have alternative transportation downtown, but it's not "reasonable" as far as safety is concerned. Returning from downtown, I can take Bart to 24th Street and wait for the 14 Mission--but that line and stop are very scary at night--and in the daytime. I can also take the 24 Diviz from Castro, but again, that stop isn't safe at night. I've witnessed drug users around the stops on Castro Street. Consequently, I haven't purchased season tickets to ACT or SF Playhouse this year. I am driving to the Marin Theater Company instead. I'm doing most of my socializing outside of San Francisco--which is very sad because one of the reason I bought my condo where I did is because of the easy accessibility to downtown from the J. For me, the issue is safety, rather than accessibility, but I've witnessed the difficulty elderly and physically disabled people have had with this transfer as well. Right now, I'm a very fit active senior, but obviously the future is uncertain. "

Unless you put a BART stop at 30th & Mission (Duh! Why did this never happen!?! Incredibly dumb), then the J is the lifeblood of those in outer Noe Valley and we depend on it as the primary downtown public option. Bart's 24th street location is too far. Have you even thought this through? All those rush hour people having to get off their train at 7:50 AM and scramble over to the L or N lines, which will already be packed like Sardines? It will also impact the those lines tremendously as those people will have to wait for like nearly 203 passengers (The max load according to google and your own website) people to board their trains. That's going to easily cause very significant delays to those riders on the other trains, not to mention the surface street traffic at Market and Deboce, and in the muni entrance if other riders want to go down stairs at Market and Castro. And you KNOW that there will be many many transfer times where the riders getting off the J will be met with already packed trains that they cannot even board, leaving them stuck to wait or fight and push their way onto already packed trains at Rush Hour. I feel like whomever organized this idea didn't take into consideration how much time it's going to take to have an entire train of people disembark the J and then board the other trains, as well as the surface streets getting impacted by a sudden floor of 200 pedestrians all scrambling and racing each other to get to other packed trains. What a rat-race scenario. Just completely ill-conceived and poorly envisioned on every level. Untenable and will be reversed after the first few days when angry riders on both trains start their calls and letter-writing to supervisors after several days of showing up late for work, after having to elbow and race like rats to get into other packed trains. Think it through; this will never work in a million years. Put yourself in that train of 200 people and do the math. It will NEVER work! "

"It's unsafe to force us to transfer. At night, as a woman, I'm scared to wait out there for a transfer."

"If we ever get rain the change at Mkt/Church with my using a cane will be even more dangerous than it is now. Please put the J back. I wouldn't mind less cars if they only came On Time. Thank you."

"This change has been extremely disruptive -- Why can't we resume service to downtown. It is not only extremely inconvenient but also not safe to be waiting outside. Twice, we have been stranded on Market and Church - when other buses/trains are running - but J Church has shut down. "

"It makes absolutely no sense to me for the J to stop at Market/Church since it makes it a lot more difficult for older people and people with disabilities to transfer to, or from, the underground at the Church Station. Those long narrow stairs up, or down, could give anybody the creeps!"

"It's ludicrous for the SFMTA to suggest any transfer - particularly one that requires you to cross a busy intersection and enter the underground to wait for another train - saves time. And it hasn't even been running on time so add that delay to the mix."

"MUNI can't keep to a schedule, scrap the schedule. MUNI can't move trains in/out of the tunnel, scrap train (s?) entering. Next will be the rate raise to account for all the riders who will no longer use the service. This is how you kill mass transit. Transit first, indeed."

"The J is not just for people in Noe to get downtown. By removing the tunnel bottleneck, this change will make the entire J line more reliable and eventually more frequent. This improvement is beneficial to all users of the J, including our neighbors in Bernal, Outer Mission, and Excelsior. Again: ** Not every ride is between Noe and Downtown **"

"I feel the transfer will deter people from using the J Church. We should be encouraging people to use mass transit."

"Not if it comes back less frequently!"

"First off, what the hell is wrong with you people at the SFMTA? Holy god you make things worse and worse. The MTA keeps going on about making SF a car free city then proceeds to make it impossible to take transit. Instead of asking what people want and need, the MTA is determined to impose contradictory policies that ruin public transit. The whole point of extending the J line was to go directly downtown, now it is supposed to mimic the 24 bus. For those of us who are less mobile, every transfer is torturous and every additional block to a stop is exhausting. Transferring not only forces people onto already packed streetcars on the Metro, it will further crowd the stations and the sidewalks outside the stations. The stations are filthy now, even after nearly two years of mild use. Adding hundreds of people will make them revolting enough to avoid. Besides, the escalators rarely work and the elevators serve more rodents than riders. Now you want to take already loaded streetcars full of people, then shove them onto already full streetcars full of people. That. Can't. Work. "

"If muni is to serve the community including children, seniors, low income, visually or physically impaired individuals, the direct line needs to stay. Otherwise quality of life is drastically reduced for all. "

"YES!!! Very much so for the reasons above. The whole point of the tram is to connect Noe Valley directly with downtown (and reverse) I assume that even historically the purpose of the tram was to get people from embarcadero to Noe. The scenic tram is also a nice tourist attraction to Dolores park and its views...but only if leaving from downtown!"

"I have communicated with SFMTA about the forced-transfer plan. Here is a summary of our communication: 1. SFMTA says that their goal is to "map out our resources in such a way as to make the Muni system work as an integrated whole." Singling out the J-Church by removing downtown service that has existed since August 1917 is hardly enhancing Muni's effectiveness as an "integrated whole." 2. They say that they want to "reduce delays and provide more frequent and faster service in the tunnel." They could clearly also do so by eliminating, for example, the M-Ocean View entirely. I'm of course not suggesting that they do so; I'm merely pointing out that their goal greatly inconveniences just one large swath of their ridership rather than distributing the inconvenience among all of their ridership. Their solution appears therefore to be arbitrarily unbalanced. 3. They are of the opinion that "even with a transfer, J Church customers will continue [to] benefit". That may be true for some passengers during good weather, but certainly not for passengers with strollers, in wheelchairs, corralling children, or who are simply old and with challenges navigating Muni-car stairs, short-duration Market Street crosswalk lights, and nighttime dangers. I understand that SFMTA is attempting to improve Muni service, and I applaud them for that. They are, however, attempting to do so by singling out users of the J-Church for the pain they deem to be necessary. May I suggest that they come up with a different, more-balanced plan?"

"Please resume the line all the way to downtown!! It is so annoying to have to transfer at Market :-("

"It would be great for transport to the Castro and a to go downtown if the F line went to 30th & Church "

" The J Church should resume it's trip thru the tunnel as it did since 1917. Even contemplating making the transfer at Market Street permanent is not what most J Church riders want."

"Access to downtown via the J is a key part of our enjoyment of living in Noe Valley. "

"I feel very strongly that neighbors who are elderly or disabled are most affected by this and object to the fact that there was no due diligence in conducting an impact evaluation with this population (not to mention the neighborhood as a whole) prior to the change. The ADA requires this kind of thorough impact evaluation and its lack sets the stage for costly and avoidable lawsuits. The change was enacted sneakily without input during COVID and at the very least is duplicitous and demonstrates a lack of concern for the community and bad faith. Also, why is the city trying to save money by diminishing access to Muni? Expansion will help us be able to keep slow streets and diminish the need for cars."

"Either restore it to downtown or scrap it. The current situation is a joke. "

"Fix your train control system instead of putting out riders at Market Street for a transfer downstairs and exposure to further waits on trains. "

"Life is already hard enough. Please make our lives easier. "

"San Francisco should be focused on making it easier to take public transportation and getting cars off our roads. Interrupting the J-Church route does the opposite, will put more cars on our roads and is a huge step backwards for the city."

"I can get the 24 to castro but it's really unsafe at night"

"I feel interrupting the J-Church line removes a major transportation service to our neighborhood. It is the single best public option for commuting to the financial district, Civic Center, and Union Square. It would also isolate Noe Valley. This puts a burden on Residents in my neighborhood that work downtown and to the visitors that come to our city. Having the J-Church line is one of the attractive features of living in Noe Valley. I strongly feel that San Francisco should be focused on making public transportation easier - not harder for its residents and visitors. Not to mention helping get more cars off our roads. "

"The Muni Metro system was bad enough before this stupid idea to stop the J at Market Street was implemented: poor and erratic service, unreliable schedules, too few trains, over-crowded trains during rush hour--you name it. The ineptitude and poor design of the Muni Metro system continues to astonish me--your employees even admit that it was a flawed system from the get go. Why do the trains not link together as they head downtown after Duboce or Church? Why do two trains not stop in the stations simultaneously so that transfers to the N or T can be made if that train is ahead of yours? Couldn't the MTA have done its homework in advance--there are successful transit systems--on grade and underground--all over the world from which to learn? That said, stopping the J at Market Street exacerbates an already flawed, slow, unreliable (first rule of public transit systems) and inconvenient system, especially for Noe Valley residents.."

"Absolutely ridiculous decision to just cut off entire neighborhood's ability to take a direct route to/from the downtown! Just one more reason to avoid downtown SF. "

"Yes, the J Church Streetcar should be restored to its original and intended service route to serve the people from Balboa all the way thru our neighborhoods to downtown. The cutting of this important route was done with no public comment and some of us poor working slobs need it. This decision to curtail the J is not in accordance with the city goal to get people out of their cars. SF has become a dangerous filthy mess. The J Church is one of the last services those of us still going downtown use. "

"If downtown access by J is not restored, I and my wife will never use it."

"Please restore the J-Church to the full functionality it's had since 1917! At the very least, if SFMTA is convinced that truncated J service would improve travel time, SFMTA should do a simple experiment, restoring full service for three months and measuring the result carefully against the most recent three months of truncated service. If this apples-to-apples comparison shows substantial time saving, then SFMTA should weigh that factor against others (e.g., accessibility, safety, convenience) and decide. If the data doesn't clearly show time saving, then restore the J to full functionality, once and for all!"

"Reducing service is NOT the way to motivate people to use transit. With the current steps being taken to reduce car usage, convenient public transit is a must. And a through-J is the only way to make transit convenient for Noe Valley!"

"Please restore the J Church to it's former and much better route. STOP the transferring!!!! Save our J Church. "

"Interrupting the J-Church removes a major service from our neighborhood. It removes the single good public transportation option for getting downtown. Interrupting the J-Church also orphans Noe Valley. It is no longer a good neighborhood to live in if you work downtown. I would not have moved to Noe Valley and purchased a home here if I couldn't get downtown on a single train. There is no good public transportation alternative. San Francisco should be focused on making it easier to take public transportation and getting cars off our roads. Interrupting the J-Church route does the opposite, will put more cars on our roads and is a huge step backwards for the city."

"Restore downtown service to downtown NOW!"

"Restore underground service to the J-Church."

"This transfer is insanity. Please tell Muni to bring back our streetcar to Market St. We bought our home here many years ago because of the J streetcar. Without our property values will go down - might as well live in the Richmond district."

"It was not a problem when J ran all the way downtown/through the tunnel. Waits for all cars not long. This a solution with no problem. "

"If adults want to say a few minutes and transfer that is already an option. I commuted for >15 years on j-church and sometimes did this. Forcing transfer is unacceptable "

"Why make these changes in the first place? If it ain't broke, don't fix it! It is a huge inconvenience to many people if we can no longer take the J Church all the way downtown and back. "

"Will end up having to drive downtown for evening entertainment events or when weather is bad (and it will be). We are regular subscribers to various season offerings, so not restoring the J will mean trying to find parking (limited) and the added expense and inconvenience. Totally wrongheaded for a city. Also please recognize that my answer to the first question (not being a regular J rider) is BECAUSE of the truncated service. Prior to that I and my family would use the J far more regularly."

"Inclement weather, walking across the tracks (and irregular pavement in the crosswalk) fear of slip and fall. Have to hold on the hand rails to descend the steps. Southbound Church "Road Closed sign" is a recommendation as autos speed by. Bicycle path between curb and southbound platform is also dangerous with fast "me first" cyclists. Scrap the Jerrett Walker Consultant philosophy of speeding up the Muni system. May be fine for the able patrons, but disregards the needs of seniors and disabled. "

"Muni is unfairly penalizing ONLY J-Church riders in a claimed, and almost certainly ineffective, effort to slightly speed up the subway for other riders (K/T, M, N, and L when it returns post-construction). There are multiple causes of subway delays that have nothing to do with the J, most prominently vehicle breakdowns and the failure to implement the long-promised "automatic train control" system. The intersections of Church/Market and Church/Duboce are unsafe and dangerous. Both are on SFMTA's "High-Injury" Network. They are hazardous and burdensome to navigate for disabled people and seniors, and unsafe for women travelling alone after dark. The sole elevator is impossible to see from the South side of Church & Market even when you know it must be there and you are looking for it. There has been a shameful lack of public outreach by SFMTA, because they know the forced transfer is extremely unpopular. 68% of riders opposed it in an August 2021 survey in which a single question about the transfer was hidden beneath multiple unrelated questions. SFMTA fails to cite this survey result on its "J Church Surface Only" web page, for obvious reasons. SFMTA has tried to bury this issue behind a smokescreen of misinformation about various post-pandemic "scenarios" (none of which include restoring the J), and "streetscape/accessibility" issues, in the hope that most J Church riders, who are not going downtown yet due to the closure of the Financial District, won't notice the change until it is too late to stop it. Worse, SFMTA is comparing pre-pandemic ride times to current ride times, when ridership is only at 46% capacity, to claim "time savings" due to the forced transfer. This is improper. Now is the time to restore the J to the tunnel. Adding 6 J-trains/hour will still fall well below pre-pandemic levels. Future changes, if any, should only happen after extensive outreach and public comment, and the burden should be borne equally across all lines using the tunnel."

"Please restore the J-Church line so that it runs all the way to the Embarcadero.
"

"Our family commuted downtown with young twins in a double stroller for two years, up until the start of the pandemic, so accessibility is very important to us. The biggest accessibility issue with the J-Church is inability to board the front (accessible) car due to crowding by people who do not have any accessibility requirements, even when there was plenty of space elsewhere. Signage is weak and passengers have no clue that their conduct is impacting less mobile people. Due to this and bunching, our family would all too often end up unnecessarily stranded on the platform downtown with crying babies for 30-45 minutes. We ultimately returned to our pre-kids preferred route of the 24 with transfer to the subway even though it's exceedingly (and unnecessarily) difficult to board the bus with a stroller (easily 70+ lbs when our kids were still too unstable to walk). In our experience, the 24 typically takes half the time the J does. It doesn't make any sense to have such an inefficient train. We moved to Noe Valley in part for access to the J, and it was a massive disappointment before the changes to improve efficiency. If you want to improve the experience for people with limited mobility, improve signage and instructions for riders who do not require the accessibility features of the trains. Train drivers to always deploy ramps etc. for everyone who needs them, especially solo parents with more than one young child in tow. Work on reducing the extremely long "accessible" paths underground throughout the system. Keep the elevators functional and clean. There are many better solutions than returning the J to a state of near uselessness."

"Alternative is BART, but the 24/Mission station is even scarier for old people like us, and the elevator (if it works) is filthy and a perfect place to be mugged. "

"It has always been difficult to have muni/mta perform as a public service. The screeching in the curve at 30th st and church st, just one example, Muni stopped greasing the tracks months ago. The "no predictions available" has now become the mta mantra. for the J line."

"Would love to see service restored. My neighbors and I need it!"

"It should be a must for off-hours and evenings!"

"Forcing a transfer is like breaking a stick in two. Or taking 2 trips. BIG deterrent to public transit. This idea to transfer at Market St is a betrayal of service to J Church riders."

"Please continue the J-Church line's route to downtown – it's a vital connection for our neighborhood to a very bustling and central area of San Francisco. More and better public transit options are needed for all walks of life and for a better/sustainable livable future in our city."

"For UNN to pretend that MTA gives a damn about a users' survey is as silly as thinking that our lazy Board of Supervisors or the overpaid bureaucrats they serve certainly not us! might keep our streets clean Good luck! Tom Peck

"We should be INCREASING public transportation options, not taking them away. THIS MAKES NO SENSE"

"The J-Church is our best way to get downtown, but it's completely inconvenient with an unnecessary transfer at Market Street. We don't have good alternatives - either walking over a mile to BART or taking the 14-Mission, which is slower than the J-Church and much less convenient. Please restore the line so it runs all the way to downtown!"

"Even if the J turned at Church and ran above ground to downtown, it would be better -- except for the getting home at night part."

"1.) More people are driving downtown including us. 2.) We will be voting out the Supervisor who does not support restoring the J-Church. I want representatives that take care of their constituents. 3.) We're resentful that You expect us, living on and near the J-Church tracks, to endure the noise, dirt and rattling of the all streetcars from Market Street going to and from the car barn - and yet We aren't able to get on and go directly downtown ourselves!! 4.) We get all the inconveniences and none of the benefits of living on the streetcar tracks! 5.) Fix the computer problem. Taking away our convenience of going directly downtown feels like a cruel joke. "

"It would be better if the change was underground platform crossing, not something outside that involves street crossings."

"It would be appreciated as well as practicable for the J to go directly downtown."

"The state of the Bart and Muni stations with the mentally ill, drug users and others has caused our family to cut way back on our use of public transit compared to 10 years ago"

"It is crazy to take service away and make things more complicated for everyone. Reinstate the J as it was before COVID and make it better; add value, don't take it away!!!"

"Why not J train be a bus so it can ho all the way downtown? It has the added benefir of being less noisy for Noe Valley neighbors on Church street. "

"Please bring back to service to downtown. "

"see above comments"

"If you are going to keep the transfer, which I'm fine with, you need to redo the entire market and church area. The section near Safeway and the N needs to have all cars removed, it's so dangerous there to get off the train and deal with cars. And the transfer on the south side of market, transferring from the J to the underground muni needs improvements. Wider sidewalk, clear way finding. Maybe no cars there as well. Ideally, it connects underground directly at the station there but know that would be prohibitively expensive. "

"Fix the computer problems."

"yes, i am aware of slow backups in tunnel from "before times". If this TRULY speeds up service then it may be a good thing. Closing church street for one block at market appears to be causing a retail "dead zone" as it appears no-one goes there. I am guessing muni did this to help with pedestrians transferring to underground. On the whole, I would rather have a slow J church than a fast train to church and then transfer. It will take the same amount of time (or more). thanks for listening."

"We used to be regular J users, but now that the transfer is required, we tend to drive instead. We would use the J again if service was restored to downtown."

"RESTORE J-CHURCH, why does the city keep breaking things that nominally work instead of improving things. This shortening of the line neither make J-Church faster or reliable, it's still a joke whether it comes on time or not but at least make it go all the way Downtown"

"Muni is for the convenience of the people, not the convenience of Muni and their balance sheet."

"Thanks for doing this"
