

Parnassus Heights Neighborhood Survey

Results Summary

In July 2018, the University of California San Francisco (UCSF) launched a survey to gather input on how its historic Parnassus Heights Campus can better serve neighbors, employees, patients and visitors. The survey solicited in-depth feedback on how community members currently use the campus and what changes they would like to see. A total of 1,139 surveys were collected. Some key findings from the analysis of the survey results:

- **Participant profile** – The typical survey respondent was a residential neighbor who has lived near the Parnassus Heights Campus for more than 10 years and does not have children younger than 18 years of age living at home.
- **Most frequently used facilities** – The most commonly used facilities or programs are the Mount Sutro Open Space Reserve and food services, each selected by about half of respondents. Other commonly used facilities and/or programs, selected by at least one third of respondents, include health clinics, the fitness center, the library and the farmer’s market.
- **Frequency of visits to Parnassus Heights Campus** – One third of respondents use UCSF facilities and/or programs at least once a week, and nearly half of respondents use the facilities at least once a year.
- **Benefits of living near UCSF** – Respondents strongly value the convenience and sense of safety provided by living close to a high-quality medical institution. Another benefit mentioned by respondents was the economic activity and vitality generated by having UCSF in the neighborhood, with its staff, visitors and students supporting local businesses.
- **Challenges of living near UCSF** – Traffic congestion and parking issues were identified as the key challenges of living close to the UCSF campus by a large majority of survey respondents.
- **Suggested neighborhood improvements** – Neighborhood improvements identified by respondents fell into four main categories: 1) streetscape and overall character of the built environment, 2) traffic and mobility, 3) open space and outdoor recreation and 4) the availability of community amenities.
- **Priorities for improvements** – The highest ranked priorities were improvements to campus open space and publicly accessible facilities, as well as improvements to the UCSF portion of the Parnassus streetscape.

