

S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2024

CROSSTABULATED TABLES

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When was the last time you used Muni?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - All Respondents	553	105	189	42	162	93	264	114	26	512	20	20	224	21	361	148	176	86	67	61	553	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Never	11	-	-	-	-	-	-	-	-	11	-	-	-	-	-	4	4	2	1	1	11	
	2.1									2.2						2.9	2.1	2.4	1.0	1.1	2.1	
More than 3 years ago	44	-	-	-	-	-	-	-	-	37	1	6	-	-	-	13	7	5	5	12	44	
	7.9									7.3	5.0	27.3				8.8	4.1	5.9	7.5	18.7	7.9	
About 1+ to 3 years ago	25	3	3	1	18	4	15	5	2	20	3	2	10	1	20	5	9	1	3	5	25	
	4.6	2.7	1.7	2.4	11.2	4.0	5.5	4.0	9.0	4.0	15.0	9.1	4.5	6.5	5.6	3.7	5.4	0.8	4.8	8.3	4.6	
With the past year	473	102	185	41	144	89	250	109	24	443	16	13	214	20	341	125	156	78	58	44	473	
	85.4	97.3	98.3	97.6	88.8	96.0	94.5	96.0	91.0	86.5	80.0	63.6	95.5	93.5	94.4	84.6	88.4	90.9	86.7	71.8	85.4	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When was the last time you used Muni?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	553	15	194	167	177	198	209	85	35	40	47	75	50	342	253	286	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Never	11	-	5	5	1	4	4	2	1	-	-	1	-	11	6	6	-
	2.1		2.5	3.0	0.8	2.0	1.9	2.4	1.9			0.9		3.1	2.3	2.0	
More than 3 years ago	44	-	17	16	11	16	12	12	2	3	1	7	2	31	20	24	-
	7.9		8.9	9.3	6.2	8.3	5.8	13.9	4.8	8.1	2.2	9.0	3.4	9.1	7.8	8.5	
About 1+ to 3 years ago	25	-	7	7	11	6	10	4	4	3	4	2	3	13	12	12	1
	4.6		3.7	4.4	6.2	2.9	4.9	5.1	10.5	8.1	8.7	3.2	5.1	3.8	4.9	4.0	9.1
With the past year	473	15	165	139	153	172	183	67	29	33	42	65	46	287	215	244	13
	85.4	100.0	84.9	83.3	86.8	86.8	87.3	78.6	82.8	83.8	89.2	86.9	91.5	83.9	85.0	85.5	90.9

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

About how often do you ride Muni?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	RATING OF MUNI SVC.				LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE						
		/WK	/WK	/WK		EXC.	GOOD	FAIR	POOR	ENG	SP	CHN				1	2	3	4		5	
BASE - Have ridden Muni in the last three years	498	105	189	42	162	93	264	114	26	464	19	15	224	21	361	131	165	79	62	49	498	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 days a week or more (6 days a week)	105	105	-	-	-	15	51	29	10	99	4	2	78	2	59	25	43	12	10	11	105	
	21.1	100.0				16.6	19.2	25.6	36.5	21.4	21.1	12.5	34.7	9.8	16.4	19.2	25.8	15.8	16.8	22.7	21.1	
Several times a week (3 days a week)	189	-	189	-	-	34	106	42	7	179	6	4	96	7	139	47	66	32	25	14	189	
	37.9		100.0			36.9	40.0	36.5	26.3	38.6	31.6	25.0	42.9	34.1	38.6	35.8	39.9	40.3	39.9	28.3	37.9	
About once a week (1 day a week)	42	-	-	42	-	9	28	4	1	39	3	-	12	3	32	11	16	10	3	1	42	
	8.5			100.0		9.6	10.6	3.9	3.8	8.5	15.8		5.4	12.2	8.9	8.7	9.5	12.7	5.5	2.8	8.5	
2 to 3 times a month (0.6 days a week)	69	-	-	-	69	14	35	15	4	58	5	6	20	3	57	23	20	12	8	6	69	
	13.8				42.5	15.5	13.3	13.4	14.1	12.5	26.3	37.5	8.9	12.2	15.7	17.9	12.1	15.1	12.4	11.7	13.8	
About once a month(0.25 days aweek)	27	-	-	-	27	6	12	8	1	25	-	2	8	3	19	7	9	6	1	4	27	
	5.5				16.8	6.9	4.6	7.0	2.6	5.5		12.5	3.4	12.2	5.2	5.6	5.6	7.3	1.6	7.6	5.5	
Less than once a month (0.1 days a week)	66	-	-	-	66	13	33	16	4	63	1	2	10	4	55	17	12	7	15	13	66	
	13.2				40.8	14.4	12.3	13.7	16.7	13.6	5.3	12.5	4.6	19.6	15.2	12.7	7.1	8.8	23.9	26.9	13.2	
Average (Mean) Days per Week	2.60	6.00	3.00	1.00	0.34	2.33	2.56	2.78	3.13	2.63	2.53	1.77	3.49	1.86	2.36	2.45	2.93	2.40	2.36	2.35	2.60	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

About how often do you ride Muni?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	498	15	172	146	164	177	193	72	33	36	46	68	48	300	227	256	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 days a week or more (6 days a week)	105	3	31	44	27	45	32	14	9	9	12	21	16	47	49	48	7
	21.1	22.3	18.2	29.8	16.3	25.2	16.7	19.4	28.2	25.0	27.1	30.4	32.4	15.8	21.7	18.9	49.7
Several times a week (3 days a week)	189	7	56	48	77	74	72	24	10	14	21	32	20	102	80	106	2
	37.9	48.8	32.4	32.9	47.0	42.0	37.1	33.2	30.8	37.3	46.3	47.7	40.8	34.0	35.3	41.6	13.8
About once a week (1 day a week)	42	-	19	6	17	13	18	5	3	4	4	1	1	33	20	21	1
	8.5		11.1	4.2	10.5	7.6	9.6	6.7	9.2	10.3	8.9	1.0	2.8	10.9	9.0	8.4	4.6
2 to 3 times a month (0.6 days a week)	69	2	27	12	27	25	21	15	5	5	7	5	5	47	33	34	2
	13.8	11.1	15.8	8.5	16.7	14.3	10.7	21.5	13.9	12.6	16.2	7.3	9.9	15.7	14.4	13.3	13.7
About once a month(0.25 days aweek)	27	1	13	10	3	7	17	2	1	2	-	4	1	21	18	9	-
	5.5	8.9	7.4	6.6	2.1	3.8	8.8	2.9	4.1	5.6		5.3	1.4	7.0	8.1	3.4	
Less than once a month (0.1 days a week)	66	1	26	26	12	13	33	12	5	3	1	6	6	50	26	37	3
	13.2	8.9	15.1	18.0	7.5	7.2	17.1	16.4	13.9	9.3	1.5	8.3	12.7	16.7	11.6	14.4	18.2
Average (Mean) Days per Week	2.60	2.90	2.30	2.90	2.60	2.95	2.31	2.38	2.82	2.82	3.20	3.33	3.27	2.20	2.57	2.57	3.54

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)																				SURVEY					TRIP PURPOSE					ZONE					UNWEIGHTED TOTAL		
	TOTAL	5/+ DAYS					SEV. TIMES					ONCE					3X/MO OR LESS					RATING OF MUNI SVC.					LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER						
		/WK	/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN																									
		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0
BASE - Have ridden Muni in the last three years	496	104	189	42	161	93	264	113	25	462	19	15	223	21	360	129	165	79	62	49	496																	
N Judah	67	13	25	6	22	17	32	16	2	63	2	2	32	3	48	17	15	24	8	3	67																	
1 California	47	6	23	5	13	7	32	7	1	47	-	-	20	3	34	1	24	18	-	-	47																	
38 Geary	41	10	17	3	11	3	26	11	1	39	-	2	17	1	34	3	16	15	2	2	41																	
T Third Street	32	4	6	1	21	13	13	5	1	23	7	2	7	2	26	19	4	-	1	6	32																	
K Ingleside	31	6	12	1	11	4	13	8	5	31	-	-	18	1	21	8	1	3	8	9	31																	
J Church	28	3	7	-	18	8	11	8	2	28	-	-	8	-	26	14	1	-	10	3	28																	
49 Van Ness/Mission	27	7	13	2	6	3	13	6	4	26	1	-	11	2	22	10	14	-	-	2	27																	
5 Fulton	25	7	12	3	3	3	14	6	2	25	-	-	12	1	19	6	13	6	-	-	25																	
8 Bayshore	25	8	6	3	7	3	17	4	2	17	-	7	16	2	18	1	7	-	-	16	25																	
30 Stockton	24	5	11	2	6	6	14	1	2	21	1	2	8	1	19	4	20	-	-	-	24																	
22 Fillmore	22	8	9	3	2	4	12	3	2	22	-	-	9	1	18	6	15	-	-	-	22																	
14 Mission	21	8	9	2	3	2	9	7	4	19	2	-	11	1	15	16	-	-	-	5	21																	
Unspecified Metro Route	21	5	6	5	6	1	15	4	1	21	-	-	8	3	18	5	9	-	7	-	21																	
L Taraval Bus	21	6	9	-	6	2	13	5	1	17	2	2	14	2	12	3	2	-	14	-	21																	
M Ocean View	18	6	8	1	3	4	3	8	3	18	-	-	11	-	13	7	-	1	8	-	18																	
45 Union/Stockton	18	6	5	2	5	4	7	4	3	17	1	-	7	1	15	3	14	1	-	-	18																	
24 Divisadero	17	2	4	1	9	5	10	2	-	17	-	-	3	1	15	8	6	-	3	1	17																	
27 Bryant	17	5	9	1	2	3	9	5	-	17	-	-	5	1	16	7	9	1	-	1	17																	
38R Geary Rapid	15	3	5	2	5	2	12	1	-	15	-	-	10	-	7	-	4	11	-	-	15																	
44 O'Shaughnessy	14	3	7	2	1	2	9	1	2	14	-	-	8	-	11	-	1	6	5	2	14																	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
14R Mission Rapid	14	5	6	-	2	5	5	4	-	13	1	-	9	-	7	11	-	-	-	2	14	
	2.7	5.2	3.0		1.5	4.9	2.0	3.3		2.7	5.3		4.3		2.0	8.6				4.8	2.7	
F Market & Wharves	14	2	7	-	5	4	6	3	1	13	1	-	5	-	11	8	6	-	-	-	14	
	2.7	1.6	3.7		3.0	3.8	2.4	2.2	4.0	2.7	5.3		2.4		3.0	6.1	3.4				2.7	
9 San Bruno	13	5	4	1	4	1	3	6	4	13	-	-	8	1	10	3	5	-	1	4	13	
	2.6	4.8	2.1	1.6	2.2	1.3	1.0	4.9	14.1	2.8			3.6	3.3	2.6	2.5	2.9		1.1	8.9	2.6	
19 Polk	12	2	7	1	3	2	5	3	3	12	-	-	7	-	9	4	5	-	1	1	12	
	2.5	2.0	3.5	1.6	1.9	1.8	1.7	3.0	10.7	2.7			3.2		2.5	3.4	3.0		1.1	2.1	2.5	
7 Haight/Noriega	12	3	7	-	2	-	7	5	-	12	-	-	8	-	8	-	5	4	3	-	12	
	2.5	3.3	3.7		1.2		2.6	4.6		2.6			3.7		2.3		2.9	5.4	5.2		2.5	
43 Masonic	12	2	7	-	3	1	6	4	-	12	-	-	5	-	9	-	-	2	3	6	12	
	2.4	1.6	4.0		1.6	1.5	2.3	3.7		2.5			2.4		2.6			2.6	5.2	13.1	2.4	
31 Balboa	12	5	3	-	4	2	7	1	1	12	-	-	9	-	5	-	8	3	-	1	12	
	2.3	4.5	1.6		2.4	2.5	2.7	1.2	2.7	2.5			4.0		1.5		4.7	3.5		2.4	2.3	
48 Quintara/24th Street	11	1	5	1	4	-	5	5	1	11	-	-	4	1	8	8	-	-	3	-	11	
	2.2	1.3	2.4	1.6	2.7		1.9	4.3	4.0	2.4			1.9	6.5	2.2	6.0			5.2		2.2	
37 Corbett	10	2	4	1	4	1	5	3	2	10	-	-	6	-	7	1	2	-	7	-	10	
	2.1	2.0	2.0	2.4	2.2	0.7	2.1	2.2	6.7	2.2			2.7		1.9	1.1	1.0		10.7		2.1	
2 Sutter	9	5	1	1	3	1	4	4	1	9	-	-	5	-	6	2	7	-	-	-	9	
	1.9	4.4	0.5	1.6	1.9	0.7	1.3	3.3	5.3	2.0			2.1		1.6	1.6	4.4				1.9	
5R Fulton Rapid	8	1	5	1	-	-	5	3	-	8	-	-	3	-	6	2	3	3	-	-	8	
	1.6	1.3	2.8	3.2			1.7	3.0		1.7			1.2		1.6	1.6	1.5	4.3			1.6	
28 19th Avenue	8	1	4	1	2	1	5	2	-	6	-	2	6	3	5	-	3	3	2	-	8	
	1.6	0.7	2.3	1.6	1.3	1.5	1.7	1.6		1.3		12.5	2.6	12.2	1.3		1.7	4.1	3.0		1.6	
54 Felton	7	3	3	-	1	1	3	1	2	7	-	-	5	1	5	-	1	-	1	5	7	
	1.4	2.8	1.7		0.4	1.5	1.0	0.9	7.4	1.5			2.4	3.3	1.5		0.4		1.1	11.0	1.4	
9R San Bruno Rapid	6	1	2	-	4	-	3	2	2	6	-	-	4	1	3	3	1	-	1	1	6	
	1.2	0.7	1.0		2.2		1.0	1.6	6.7	1.3			1.6	3.3	0.8	2.5	0.6		1.1	2.4	1.2	
1X California Express	6	2	1	1	1	1	4	1	-	6	-	-	4	-	2	-	1	5	-	-	6	
	1.2	1.8	0.7	3.2	0.8	0.7	1.5	1.2		1.3			1.8		0.6		0.4	6.7			1.2	
12 Folsom/Pacific	6	2	2	2	-	1	3	-	1	6	-	-	4	-	3	5	1	-	-	-	6	
	1.2	2.0	1.1	4.4		1.4	1.2		5.3	1.3			1.7		0.9	3.5	0.8				1.2	
6 Haight/Parnassus	5	-	5	1	-	1	2	2	-	5	-	-	3	-	4	-	4	1	1	-	5	
	1.1		2.5	1.6		1.5	0.8	1.8		1.2			1.2		1.1		2.5	0.9	1.1		1.1	
33 Ashbury/18th Street	5	3	-	1	2	1	2	1	1	5	-	-	1	-	4	2	2	1	-	-	5	
	1.0	2.6		1.6	1.1	0.7	0.9	0.6	5.3	1.1			0.3		1.2	1.6	1.4	0.9			1.0	
29 Sunset	5	3	3	-	-	-	4	1	-	5	-	-	5	-	5	-	-	3	-	3	5	
	1.0	2.4	1.3				1.7	0.6		1.1			2.3		1.4			3.2		5.2	1.0	
21 Hayes	4	1	4	-	-	2	3	-	-	4	-	-	1	-	4	1	2	-	1	-	4	
	0.9	0.7	1.9			1.8	1.0			0.9			0.6		1.2	0.9	1.2		1.6		0.9	
35 Eureka	4	2	1	1	1	-	4	-	-	4	-	-	3	-	4	-	3	-	2	-	4	
	0.9	1.8	0.4	2.4	0.4		1.6			0.9			1.1		1.2		1.5		2.7		0.9	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK					ENG	SP	CHN											
28R 19th Avenue Rapid	4	-	3	-	1	-	4	-	-	2	-	2	4	2	4	-	-	1	2	-	4	
	0.8		1.6		0.4		1.4			0.4		12.5	1.7	8.9	1.0			0.9	3.0		0.8	
55 Dogpatch	4	1	-	1	2	-	4	-	-	4	-	-	1	-	3	4	-	-	-	-	4	
	0.7	1.0		1.6	1.2		1.3			0.8			0.5		0.7	2.7					0.7	
California Cable Car	3	2	1	-	-	1	2	1	-	3	-	-	2	-	2	-	3	-	-	-	3	
	0.6	2.3	0.4			0.7	0.6	0.6		0.7			0.9		0.5		1.9				0.6	
18 46th Avenue	3	-	2	1	-	2	-	1	-	3	-	-	1	-	3	-	1	2	-	-	3	
	0.6		1.3	1.6		2.2		0.9		0.7			0.6		0.8		0.8	2.2			0.6	
15 Bayview Hunters Point Express	3	2	1	-	-	1	1	1	-	3	-	-	1	-	2	1	2	-	-	-	3	
	0.5	1.8	0.4			1.3	0.3	0.6		0.6			0.6		0.5	0.5	1.1				0.5	
23 Monterey	2	-	1	-	1	-	2	-	-	2	-	-	-	-	2	-	-	-	1	1	2	
	0.4		0.4		0.8		0.8			0.4					0.6				2.2	1.4	0.4	
L Owl	2	2	-	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-	2	-	2	
	0.4	1.8						1.6		0.4					0.5				3.0		0.4	
Suspended Route	2	-	-	-	2	-	2	-	-	2	-	-	2	-	-	2	-	-	-	-	2	
	0.4				1.2		0.7			0.4			0.8			1.4					0.4	
T Third Street Bus	2	-	-	-	2	-	2	-	-	2	-	-	1	-	1	1	1	-	-	-	2	
	0.3				1.1		0.6			0.4			0.5		0.2	0.5	0.6				0.3	
M Ocean View Bus	1	-	1	1	-	1	-	-	-	1	-	-	1	1	1	1	-	-	-	-	1	
	0.3		0.4	1.6		1.5				0.3			0.3	3.3	0.2	1.1					0.3	
8BX Bayshore B Express	1	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	
	0.2	1.0					0.4			0.2			0.5				0.6				0.2	
S Shuttle	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	
	0.2			2.4			0.4					5.3			0.3		0.6				0.2	
25 Treasure Island	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-	-	1	-	-	-	1	
	0.1				0.4		0.3			0.1				3.3			0.4				0.1	
57 Parkmerced	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	
	0.1		0.4				0.3			0.1					0.2				1.1		0.1	
67 Bernal Heights	1	-	-	-	1	1	-	-	-	1	-	-	-	-	1	1	-	-	-	-	1	
	0.1				0.4	0.7				0.1					0.2	0.5					0.1	
78X 16th Street Arena Express	1	-	-	-	1	-	1	-	-	1	-	-	-	-	1	1	-	-	-	-	1	
	0.1				0.4		0.3			0.1					0.2	0.5					0.1	
91 3rd Street/19th Avenue Owl	1	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-	1	
	0.1			1.6			0.3			0.1			0.3		0.2				1.1		0.1	
K Ingleside Bus	1	-	1	-	-	1	-	-	-	1	-	-	-	1	1	1	-	-	-	-	1	
	0.1		0.4			0.7				0.1				3.3	0.2	0.5					0.1	
Powell / Hyde Cable Car	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	1	
	0.1	0.7						0.6		0.1			0.3				0.4				0.1	
Don't know/refused	2	1	-	-	1	-	-	1	1	2	-	-	1	-	1	1	1	-	-	-	2	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	496	15	171	146	163	176	192	72	33	36	46	67	48	299	225	256	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N Judah	67	-	30	22	15	19	29	10	5	3	1	8	6	48	34	32	1
	13.4		17.3	14.7	9.5	10.6	14.9	13.8	16.4	7.4	3.0	12.7	13.3	15.9	15.0	12.3	9.1
1 California	47	-	12	13	23	23	12	3	6	4	3	7	4	30	20	25	1
	9.5		6.7	8.8	13.8	13.1	6.1	4.7	17.4	10.2	6.0	9.9	8.8	9.9	8.9	10.0	9.1
38 Geary	41	-	13	9	19	20	11	1	4	3	3	9	6	21	13	26	2
	8.3		7.4	6.1	11.9	11.1	5.6	1.9	13.3	7.5	6.0	13.2	12.7	6.9	5.6	10.3	13.7
T Third Street	32	-	19	7	6	1	14	7	9	1	4	3	3	21	17	14	1
	6.5		10.9	5.1	3.8	0.8	7.2	9.7	26.6	3.3	8.9	4.6	6.0	7.0	7.7	5.3	9.1
K Ingleside	31	2	10	13	6	8	10	8	2	3	1	-	4	24	17	13	-
	6.2	12.2	5.6	8.7	4.0	4.7	5.3	11.8	5.6	7.0	1.5		7.7	7.9	7.7	5.2	
J Church	28	1	14	3	9	9	14	4	-	-	2	3	2	22	13	16	-
	5.7	8.9	8.4	2.3	5.7	5.3	7.5	5.7			4.4	4.1	4.2	7.3	5.7	6.1	
49 Van Ness/Mission	27	-	9	10	8	13	9	4	2	1	3	2	3	18	11	16	1
	5.5		5.5	6.6	5.1	7.4	4.6	5.2	5.6	3.7	7.4	3.1	5.7	6.0	4.7	6.4	4.6
5 Fulton	25	-	9	7	8	12	8	2	-	2	4	3	3	12	7	16	2
	5.0		5.4	4.9	5.1	6.7	4.2	2.9		5.6	8.5	5.0	6.7	4.1	3.2	6.1	13.7
8 Bayshore	25	-	9	8	7	10	4	2	7	3	2	3	-	17	9	15	-
	4.9		5.3	5.5	4.5	5.8	2.2	2.4	22.6	7.0	3.7	4.3		5.8	4.1	6.0	
30 Stockton	24	1	10	5	9	8	9	3	3	4	1	3	1	15	12	11	1
	4.9	6.6	5.6	3.2	5.4	4.4	4.7	3.6	8.7	12.1	2.2	3.8	2.8	5.0	5.1	4.4	9.1
22 Fillmore	22	1	4	7	10	10	6	3	-	5	1	5	1	9	7	12	2
	4.4	4.5	2.2	4.9	6.3	5.6	3.2	3.8		14.0	3.0	7.1	2.5	3.1	3.3	4.8	13.7
14 Mission	21	1	7	10	4	7	8	2	3	5	7	2	2	6	8	11	2
	4.3	4.5	4.2	6.8	2.3	4.0	4.1	3.3	8.7	13.9	14.5	2.8	4.2	2.0	3.6	4.4	13.7
Unspecified Metro Route	21	-	12	7	2	8	11	1	-	-	3	3	1	15	10	11	-
	4.3		6.8	4.9	1.5	4.7	5.6	1.9			5.6	3.8	1.4	5.1	4.4	4.4	
L Taraval Bus	21	1	5	11	4	6	8	6	1	1	6	1	1	12	7	14	-
	4.2	6.6	2.9	7.5	2.4	3.2	4.2	8.5	3.1	3.3	12.6	2.0	1.4	4.0	2.9	5.6	
M Ocean View	18	-	8	8	3	4	6	5	1	1	-	-	3	14	12	6	-
	3.7		4.6	5.2	1.7	2.5	3.1	7.4	2.1	3.3			6.7	4.6	5.2	2.5	
45 Union/Stockton	18	-	2	7	9	8	7	2	-	4	1	1	3	9	8	9	1
	3.6		1.2	4.7	5.5	4.4	3.7	2.4		12.1	2.2	1.0	5.3	3.1	3.5	3.4	9.1
24 Divisadero	17	1	5	4	8	7	6	4	-	1	4	1	1	11	4	13	-
	3.4	4.5	2.7	2.7	4.8	3.9	2.9	5.5		1.9	8.1	2.0	1.4	3.5	1.8	5.0	
27 Bryant	17	-	2	8	7	8	7	-	2	3	3	5	1	3	9	4	3
	3.4		1.2	5.3	4.3	4.3	3.8		5.6	9.1	7.0	8.2	2.8	1.1	4.1	1.6	22.4
38R Geary Rapid	15	1	6	5	3	7	5	1	1	1	-	1	4	8	7	7	1
	2.9	4.5	3.5	3.1	2.1	4.0	2.8	1.9	2.1	3.7		2.0	7.8	2.7	3.3	2.6	4.6
44 O'Shaughnessy	14	-	6	3	4	3	5	1	4	-	-	3	-	10	5	8	-
	2.8		3.7	2.2	2.6	1.9	2.7	1.9	11.3			4.8		3.5	2.4	3.2	
14R Mission Rapid	14	1	2	6	5	6	6	1	-	1	5	2	1	4	7	7	-
	2.7	6.6	1.4	3.8	2.8	3.6	3.3	1.4		3.7	10.3	2.8	2.8	1.4	3.0	2.6	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
F Market & Wharves	14 2.7	- 3.8	7 0.7	1 3.6	6 3.6	6 2.3	4 1.0	1 6.1	2	-	2 5.2	4 5.6	-	7 2.5	6 2.8	7 2.8	-
9 San Bruno	13 2.6	1 6.6	5 3.0	4 3.0	3 1.6	3 1.8	3 1.6	5 6.9	2 5.6	3 7.0	2 4.1	-	3 5.3	6 2.0	8 3.5	5 2.0	-
19 Polk	12 2.5	-	3 2.0	3 2.1	6 3.6	4 2.4	5 2.8	1 1.9	-	2 5.1	1 3.0	3 4.1	1 1.4	6 1.9	7 3.2	5 2.0	-
7 Haight/Noriega	12 2.5	-	4 2.2	8 5.3	1 0.4	4 2.3	4 1.9	4 6.2	-	-	2 4.4	2 2.5	-	8 2.8	2 1.1	8 3.0	2 13.7
43 Masonic	12 2.4	-	1 0.4	3 2.2	8 4.8	4 2.2	5 2.6	2 2.8	1 2.1	-	2 3.7	3 3.8	2 3.5	6 1.9	2 1.1	9 3.6	-
31 Balboa	12 2.3	-	7 4.0	2 1.4	3 1.7	10 5.5	1 0.7	-	1 2.1	1 3.7	-	8 11.4	1 1.4	2 0.7	4 1.7	8 3.1	-
48 Quintara/24th Street	11 2.2	1 8.9	4 2.1	1 0.7	5 3.1	4 2.1	5 2.8	-	2 5.6	3 8.4	2 5.2	1 1.0	1 1.4	4 1.4	7 3.1	4 1.6	-
37 Corbett	10 2.1	-	4 2.5	4 2.8	2 1.3	4 2.0	5 2.8	1 1.9	-	-	-	1 1.5	-	9 3.1	5 2.4	5 1.9	-
2 Sutter	9 1.9	-	1 0.6	5 3.5	3 2.0	4 2.5	4 1.8	-	-	1 3.7	-	1 1.0	1 1.4	7 2.2	5 2.2	2 0.9	2 13.7
5R Fulton Rapid	8 1.6	-	2 1.2	1 0.9	5 2.8	5 3.0	2 1.1	1 1.0	-	1 1.9	3 5.6	1 1.0	1 1.4	3 1.1	2 0.9	6 2.3	-
28 19th Avenue	8 1.6	2 12.2	1 0.4	2 1.4	3 2.0	2 1.2	1 0.4	5 7.1	-	1 3.7	2 4.1	1 1.0	1 1.4	3 1.1	3 1.4	5 1.8	-
54 Felton	7 1.4	1 4.5	3 1.9	2 1.3	1 0.6	2 1.1	1 0.7	2 2.4	2 5.6	-	1 2.2	3 3.8	-	3 1.1	1 0.6	5 2.1	-
9R San Bruno Rapid	6 1.2	1 6.6	3 1.5	2 1.3	1 0.4	1 0.4	4 1.9	2 2.4	-	1 1.9	-	1 1.0	-	5 1.6	2 0.8	4 1.7	-
1X California Express	6 1.2	-	3 1.6	1 0.8	2 1.3	2 1.1	2 1.1	1 1.0	1 4.1	-	-	-	1 2.5	5 1.6	3 1.4	3 1.1	-
12 Folsom/Pacific	6 1.2	-	2 1.1	2 1.4	2 1.2	4 2.2	-	-	-	3 7.4	-	1 2.0	-	2 0.6	2 0.9	3 1.0	1 9.1
6 Haight/Parnassus	5 1.1	-	1 0.8	3 1.9	1 0.8	2 1.2	1 0.7	2 2.9	-	-	1 1.5	1 1.0	-	4 1.4	1 0.6	4 1.6	-
33 Ashbury/18th Street	5 1.0	1 4.5	-	2 1.6	2 1.3	2 1.3	1 0.4	1 1.0	-	1 3.7	-	2 2.5	1 1.4	1 0.5	2 1.1	1 0.5	1 9.1
29 Sunset	5 1.0	-	3 1.5	1 0.5	2 1.1	-	2 1.0	1 1.9	2 5.6	1 1.9	-	2 2.8	2 3.9	1 0.2	1 0.6	4 1.5	-
21 Hayes	4 0.9	-	-	3 1.7	2 1.0	1 0.8	-	2 3.1	-	1 3.3	-	1 1.5	-	2 0.7	2 1.1	2 0.7	-
35 Eureka	4 0.9	-	2 1.1	1 0.5	2 1.0	1 0.4	2 0.9	-	2 5.6	-	-	-	1 1.4	4 1.2	2 1.1	2 0.7	-
28R 19th Avenue Rapid	4 0.8	-	1 0.7	1 0.5	2 1.1	-	-	3 3.6	-	-	2 4.1	-	-	2 0.6	3 1.1	1 0.5	-
55 Dogpatch	4 0.7	-	-	3 2.0	1 0.4	-	4 1.8	-	-	-	1 1.5	-	1 2.1	2 0.6	-	4 1.4	-

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
California Cable Car	3 0.6	1 4.5	-	1 0.5	2 1.0	3 1.7	-	-	-	-	-	2 2.5	1 2.8	-	1 0.3	2 0.9	-
18 46th Avenue	3 0.6	-	1 0.8	-	2 1.0	1 0.4	2 1.2	-	-	1 1.9	-	-	1 2.1	1 0.5	3 1.4	-	-
15 Bayview Hunters Point Express	3 0.5	-	-	1 0.9	1 0.7	1 0.8	1 0.6	-	-	1 3.3	-	1 1.0	-	1 0.2	2 0.8	1 0.3	-
23 Monterey	2 0.4	-	-	-	2 1.2	-	1 0.7	-	-	1 1.9	1 2.9	-	-	-	2 0.9	-	-
L Owl	2 0.4	-	-	-	2 1.1	-	2 1.0	-	-	-	-	-	-	2 0.6	-	2 0.7	-
Suspended Route	2 0.4	-	2 1.1	-	-	-	2 1.0	-	-	-	-	-	-	2 0.6	2 0.8	-	-
T Third Street Bus	2 0.3	-	-	2 1.2	-	-	2 0.9	-	-	-	-	-	-	2 0.6	-	2 0.7	-
M Ocean View Bus	1 0.3	-	1 0.8	-	-	1 0.4	1 0.4	-	-	-	-	-	-	1 0.5	-	1 0.5	-
88X Bayshore B Express	1 0.2	-	1 0.6	-	-	-	1 0.5	-	-	-	-	-	-	1 0.3	-	1 0.4	-
S Shuttle	1 0.2	-	1 0.6	-	-	-	-	-	1 3.1	-	1 2.2	-	-	-	1 0.4	-	-
25 Treasure Island	1 0.1	-	-	1 0.5	-	-	1 0.4	-	-	-	-	-	1 1.4	-	1 0.3	-	-
57 Parkmerced	1 0.1	-	-	-	1 0.4	1 0.4	-	-	-	-	-	1 1.0	-	-	1 0.3	-	-
67 Bernal Heights	1 0.1	-	-	1 0.5	-	-	-	1 1.0	-	-	-	-	-	1 0.2	1 0.3	-	-
78X 16th Street Arena Express	1 0.1	-	1 0.4	-	-	-	1 0.4	-	-	-	-	-	-	1 0.2	1 0.3	-	-
91 3rd Street/19th Avenue Owl	1 0.1	-	-	1 0.5	-	-	-	1 1.0	-	-	-	-	-	1 0.2	1 0.3	-	-
K Ingleside Bus	1 0.1	-	1 0.4	-	-	-	1 0.4	-	-	-	-	-	-	1 0.2	-	1 0.3	-
Powell / Hyde Cable Car	1 0.1	-	-	-	1 0.4	1 0.4	-	-	-	-	-	1 1.0	-	-	-	1 0.3	-
Don't know/refused	2	-	1	-	1	1	1	-	-	-	-	1	-	1	2	-	-

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When you use Muni, what is the main purpose of your trips?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - Have ridden Muni in the last three years	492	104	187	42	159	92	262	113	25	460	19	13	224	21	356	129	164	78	62	47	492	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Eat out/Social/Recreation/Entertainment	248	39	97	22	89	47	131	57	12	242	4	2	80	3	248	69	70	47	35	24	248	
	50.3	37.8	52.1	52.0	56.0	51.3	50.0	50.8	47.9	52.6	21.1	14.3	35.9	15.4	69.7	53.8	42.8	60.2	57.1	49.8	50.3	
Work	213	74	93	12	34	33	108	56	16	198	9	6	213	3	95	53	71	33	21	27	213	
	43.3	71.4	49.7	28.8	21.3	35.7	41.1	50.0	63.6	43.1	47.4	42.9	94.9	12.2	26.8	41.4	43.6	43.0	34.6	56.6	43.3	
Shopping	185	45	90	10	40	30	100	43	11	169	6	9	71	4	185	47	70	23	22	16	185	
	37.6	43.9	48.2	22.4	25.0	32.8	38.1	38.5	45.2	36.8	31.6	71.4	31.8	18.7	52.0	36.0	42.8	29.2	35.4	34.7	37.6	
Medical	115	19	54	11	30	12	67	28	8	113	2	-	42	2	115	27	43	19	12	12	115	
	23.3	18.3	29.0	26.4	19.1	12.8	25.7	24.8	31.0	24.5	10.5	-	18.9	9.8	32.3	21.3	26.4	24.7	19.5	24.7	23.3	
School	25	8	10	1	5	6	11	5	3	22	3	-	25	-	15	4	12	6	1	3	25	
	5.0	7.4	5.5	3.2	3.4	6.1	4.3	4.5	11.4	4.7	15.8	-	11.0	-	4.3	2.8	7.0	8.3	1.1	5.4	5.0	
Personal Business/Errands	21	2	7	3	9	4	13	3	1	15	-	6	3	21	7	3	8	1	3	5	21	
	4.2	2.0	3.8	6.0	5.8	4.4	4.9	2.9	2.7	3.3	-	42.9	1.1	100.0	2.0	2.6	5.2	0.9	5.2	10.7	4.2	
Church/Volunteer	8	1	4	1	2	1	5	3	-	8	-	-	1	-	8	3	4	1	-	-	8	
	1.7	1.3	2.2	1.6	1.3	0.7	1.8	2.4	-	1.8	-	-	0.6	-	2.3	2.1	2.5	1.8	-	-	1.7	
Don't know/refused	6	1	2	-	3	1	3	1	1	4	-	2	-	-	6	1	1	1	-	2	6	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When you use Muni, what is the main purpose of your trips?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	492	15	170	145	162	176	192	72	31	34	46	68	48	296	227	252	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Eat out/Social/Recreation/Entertainment	248	5	93	74	76	77	106	36	16	14	14	33	24	163	115	127	5
	50.3	34.4	54.6	50.7	47.0	43.7	55.4	50.0	51.6	41.4	30.0	48.7	50.3	54.9	50.9	50.3	40.3
Work	213	9	83	83	38	80	79	30	19	10	23	34	24	122	108	100	5
	43.3	56.7	49.1	56.9	23.7	45.4	40.9	41.7	60.3	28.1	50.0	50.4	50.3	41.2	47.6	39.6	40.2
Shopping	185	2	54	56	72	65	71	23	15	17	20	29	22	97	87	90	8
	37.6	15.5	31.9	38.7	44.6	37.1	37.2	32.7	48.4	50.1	43.3	42.7	44.6	32.9	38.2	35.8	59.8
Medical	115	-	23	37	55	43	48	9	10	12	10	21	15	57	45	68	2
	23.3		13.6	25.3	34.0	24.3	25.0	13.3	32.6	33.5	22.2	31.3	31.6	19.2	19.8	26.9	15.1
School	25	4	4	12	5	8	6	7	4	4	2	6	1	13	10	13	1
	5.0	25.5	2.2	8.3	3.1	4.8	3.0	9.2	12.5	11.4	4.4	8.2	1.4	4.2	4.5	5.2	10.0
Personal Business/Errands	21	1	5	5	10	8	5	5	2	3	3	2	1	11	10	11	-
	4.2	4.5	3.1	3.6	6.0	4.8	2.7	7.4	6.0	9.4	7.0	3.0	2.8	3.7	4.6	4.2	
Church/Volunteer	8	-	1	3	5	4	2	1	-	-	2	-	1	5	1	6	1
	1.7		0.4	1.9	2.9	2.3	1.1	1.9			4.5		2.8	1.6	0.6	2.4	5.1
Don't know/refused	6	-	2	1	2	2	1	-	2	2	-	-	-	4	1	4	1

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Overall, how would you rate Muni's service?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - Have ridden Muni in the last three years	498	105	189	42	162	93	264	114	26	464	19	15	224	21	361	131	165	79	62	49	498	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	93	15	34	9	34	93	-	-	-	84	9	-	38	4	68	31	32	13	12	5	93	
	18.7	14.8	18.3	21.2	21.2	100.0				18.1	47.4		16.8	19.6	18.7	24.0	19.3	16.8	18.7	10.4	18.7	
Good (3)	264	51	106	28	80	-	264	-	-	244	9	11	113	13	195	62	96	39	31	30	264	
	53.1	48.3	56.1	66.0	49.4		100.0			52.6	47.4	75.0	50.5	61.7	54.1	47.7	58.2	49.8	50.3	60.6	53.1	
Fair (2)	114	29	42	4	39	-	-	114	-	109	1	4	56	3	81	26	32	24	17	11	114	
	22.9	27.7	22.0	10.4	24.0			100.0		23.5	5.3	25.0	25.2	15.4	22.5	19.9	19.4	30.8	27.2	22.4	22.9	
Poor (1)	26	10	7	1	9	-	-	-	26	26	-	-	17	1	17	11	5	2	2	3	26	
	5.3	9.2	3.7	2.4	5.4				100.0	5.7			7.6	3.3	4.7	8.4	3.1	2.6	3.9	6.5	5.3	
MEAN	2.85	2.69	2.89	3.06	2.86	4.00	3.00	2.00	1.00	2.83	3.42	2.75	2.77	2.98	2.87	2.87	2.94	2.81	2.84	2.75	2.85	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Overall, how would you rate Muni's service?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	498	15	172	146	164	177	193	72	33	36	46	68	48	300	227	256	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	93	6	43	17	27	29	38	16	7	7	10	10	9	58	48	45	1
	18.7	38.9	25.2	11.5	16.5	16.5	19.5	21.8	20.5	19.6	21.4	14.5	17.7	19.3	21.1	17.4	4.6
Good (3)	264	4	79	78	102	102	101	36	17	21	23	45	24	151	113	149	3
	53.1	28.9	46.2	53.5	62.2	57.3	52.5	49.8	50.3	56.4	51.1	66.7	50.3	50.4	49.6	58.2	18.3
Fair (2)	114	3	38	42	30	42	45	15	7	6	13	11	14	71	52	54	9
	22.9	21.1	22.4	28.5	18.5	23.8	23.3	21.6	20.5	17.5	27.5	16.0	28.1	23.5	22.7	20.9	58.9
Poor (1)	26	2	11	9	5	4	9	5	3	2	-	2	2	20	15	9	3
	5.3	11.1	6.2	6.5	2.8	2.4	4.7	6.9	8.7	6.5		2.8	3.9	6.8	6.6	3.4	18.2
MEAN	2.85	2.96	2.90	2.70	2.92	2.88	2.87	2.86	2.83	2.89	2.94	2.93	2.82	2.82	2.85	2.90	2.09

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing reliability (on-time performance)

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	488	103	185	42	158	92	262	109	25	456	19	13	223	20	352	128	165	75	60	49	488	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Excellent (4)	72	14	28	5	26	39	29	3	1	65	7	-	29	1	51	27	26	9	6	4	72	
	14.7	13.1	14.9	12.2	16.2	42.6	10.9	3.1	2.7	14.2	36.8		12.9	6.7	14.4	20.7	16.0	12.2	9.4	8.7	14.7	
Good (3)	220	41	77	23	79	45	144	31	-	203	8	9	98	12	155	55	72	36	27	25	220	
	45.1	40.2	41.7	54.5	49.8	48.4	55.0	28.7		44.5	42.1	71.4	43.9	60.4	44.1	43.2	43.6	47.2	46.0	51.0	45.1	
Fair (2)	146	31	64	9	41	7	82	48	9	139	3	4	69	5	110	32	54	20	20	15	146	
	29.9	30.4	34.7	22.0	26.1	7.9	31.5	44.0	34.5	30.6	15.8	28.6	30.8	26.1	31.1	25.2	32.8	26.8	33.8	31.4	29.9	
Poor (1)	50	17	16	5	12	1	7	26	16	49	1	-	27	1	37	14	13	10	6	4	50	
	10.2	16.3	8.7	11.4	7.8	1.1	2.6	24.3	62.8	10.7	5.3		12.3	6.7	10.4	10.9	7.6	13.9	10.8	8.9	10.2	
Don't know/refused	10	2	3	1	4	1	3	5	1	8	-	2	1	1	9	2	1	3	2	-	10	
MEAN	2.64	2.50	2.63	2.68	2.74	3.33	2.74	2.10	1.43	2.62	3.11	2.71	2.58	2.67	2.62	2.74	2.68	2.58	2.54	2.59	2.64	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing reliability (on-time performance)

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	488	15	169	142	161	176	190	69	33	35	46	67	48	293	223	252	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	72	4	23	25	19	23	26	15	4	12	7	13	5	36	41	27	3
	14.7	27.8	13.8	17.5	12.0	13.3	13.8	21.0	12.3	33.3	14.8	19.5	9.7	12.2	18.5	10.9	24.6
Good (3)	220	5	67	64	84	72	98	28	16	12	23	22	22	142	101	115	4
	45.1	35.6	39.6	44.6	52.1	40.9	51.4	39.7	47.7	32.9	50.4	32.1	45.3	48.7	45.3	45.7	30.1
Fair (2)	146	3	61	37	46	67	47	19	7	10	14	29	13	80	55	86	5
	29.9	19.9	35.8	25.9	28.4	37.9	24.9	27.3	22.1	29.0	29.7	43.3	27.5	27.4	24.6	34.3	35.2
Poor (1)	50	3	18	17	12	14	19	8	6	2	2	3	8	34	26	23	1
	10.2	16.7	10.8	12.0	7.5	7.8	9.8	11.9	17.9	4.8	5.2	5.1	17.5	11.7	11.5	9.1	10.0
Don't know/refused	10	-	3	4	3	1	3	2	-	1	-	1	1	7	5	4	1
MEAN	2.64	2.75	2.56	2.68	2.69	2.60	2.69	2.70	2.54	2.95	2.75	2.66	2.47	2.61	2.71	2.58	2.69

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing frequent service

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK	ENG					SP	CHN											
BASE - Have ridden Muni in the last three years	489	104	187	42	157	92	261	111	24	455	19	15	223	18	356	128	162	77	60	49	489	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	76	13	32	6	25	38	35	3	1	70	6	-	34	-	50	24	27	10	8	6	76	
	15.5	12.2	17.2	13.4	16.2	40.6	13.4	2.4	2.8	15.3	31.6		15.0		14.0	18.6	16.4	13.1	13.8	11.4	15.5	
Good (3)	233	46	79	24	85	51	149	30	3	214	10	9	97	10	175	67	77	37	25	22	233	
	47.7	44.0	42.4	57.3	53.9	55.2	57.2	27.0	11.9	47.0	52.6	62.5	43.4	53.7	49.1	52.0	47.3	47.7	41.6	44.1	47.7	
Fair (2)	136	29	64	6	37	4	66	57	8	129	3	4	65	5	102	28	46	22	21	16	136	
	27.8	27.8	34.1	14.2	23.8	4.2	25.5	51.3	34.0	28.3	15.8	25.0	29.0	28.7	28.6	21.5	28.6	29.1	34.2	33.1	27.8	
Poor (1)	44	17	12	6	10	-	10	21	13	42	-	2	28	3	29	10	12	8	6	6	44	
	9.0	16.0	6.3	15.0	6.1		4.0	19.2	51.4	9.3		12.5	12.5	17.6	8.3	7.9	7.6	10.2	10.4	11.3	9.0	
Don't know/refused	8	1	2	1	5	1	3	3	2	8	-	-	1	3	5	2	3	2	1	-	8	
MEAN	2.70	2.52	2.71	2.69	2.80	3.36	2.80	2.13	1.66	2.68	3.16	2.50	2.61	2.36	2.69	2.81	2.73	2.64	2.59	2.56	2.70	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing frequent service

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	489	15	169	144	161	175	189	71	33	33	46	68	48	296	221	254	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	76	3	29	20	24	33	24	13	3	7	9	16	4	40	36	38	2
	15.5	17.8	17.4	13.8	14.8	18.9	12.8	18.4	9.2	21.5	20.3	23.2	8.3	13.5	16.2	14.9	15.1
Good (3)	233	8	73	69	83	82	92	32	18	15	26	30	15	147	113	115	5
	47.7	54.4	43.1	48.1	51.6	46.7	48.5	44.7	53.8	47.3	57.8	43.6	32.1	49.7	51.0	45.2	39.7
Fair (2)	136	2	48	41	45	50	57	18	4	7	9	18	23	79	54	75	6
	27.8	11.1	28.4	28.8	27.7	28.3	30.3	25.8	10.8	20.8	20.4	27.2	47.8	26.5	24.6	29.6	45.2
Poor (1)	44	3	19	13	10	11	16	8	9	3	1	4	6	31	18	26	-
	9.0	16.7	11.1	9.3	5.9	6.0	8.4	11.0	26.2	10.4	1.5	6.0	11.8	10.3	8.1	10.3	-
Don't know/refused	8	-	3	3	3	3	4	1	-	4	-	-	1	4	6	1	1
MEAN	2.70	2.73	2.67	2.66	2.75	2.79	2.66	2.71	2.46	2.80	2.97	2.84	2.37	2.66	2.75	2.65	2.70

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Cleaning Muni vehicles

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	487	103	185	42	156	93	259	111	24	452	19	15	222	19	352	129	163	73	60	49	487	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	63	17	26	3	17	38	17	5	3	61	2	-	23	3	47	23	17	9	12	2	63	
	12.9	16.5	13.8	6.5	11.2	40.6	6.8	4.4	10.7	13.4	10.5		10.4	14.3	13.3	17.5	10.5	12.5	19.7	4.2	12.9	
Good (3)	218	36	88	19	75	38	140	40	1	202	5	11	87	10	164	50	77	32	26	29	218	
	44.8	34.5	47.3	46.4	48.2	40.5	54.1	35.9	2.9	44.6	26.3	75.0	39.3	50.8	46.6	38.9	47.2	43.7	43.0	59.0	44.8	
Fair (2)	142	30	47	16	48	13	76	46	7	134	6	2	70	6	101	38	50	24	17	11	142	
	29.1	29.4	25.6	37.7	30.9	13.6	29.5	41.6	28.6	29.6	31.6	12.5	31.7	31.3	28.6	29.4	30.6	32.6	27.8	21.7	29.1	
Poor (1)	64	20	25	4	15	5	25	20	14	56	6	2	41	1	41	18	19	8	6	7	64	
	13.1	19.6	13.2	9.3	9.7	5.3	9.7	18.1	57.9	12.4	31.6	12.5	18.6	3.6	11.6	14.3	11.7	11.3	9.6	15.2	13.1	
Don't know/refused	11	2	3	1	5	-	5	3	3	11	-	-	2	2	9	1	2	5	1	-	11	
MEAN	2.58	2.48	2.62	2.50	2.61	3.16	2.58	2.27	1.66	2.59	2.16	2.63	2.41	2.76	2.62	2.59	2.57	2.57	2.73	2.52	2.58	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Cleaning Muni vehicles

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	487	15	168	144	160	175	189	71	32	33	46	67	48	292	222	254	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	63	2	31	8	21	27	25	8	-	7	6	9	7	35	34	27	1
	12.9	15.6	18.2	5.8	13.4	15.6	13.2	12.0		21.5	12.6	12.7	13.8	11.9	15.5	10.6	12.6
Good (3)	218	3	65	58	93	83	94	24	10	14	17	30	25	131	98	119	1
	44.8	17.8	38.8	40.0	58.1	47.3	49.5	34.5	30.9	43.0	37.0	45.2	52.4	44.9	44.2	46.8	12.5
Fair (2)	142	5	54	48	35	43	53	25	15	10	14	19	8	91	66	71	5
	29.1	30.0	32.2	33.3	22.1	24.6	28.0	35.2	46.0	30.4	31.1	28.3	16.6	31.0	29.5	27.9	49.7
Poor (1)	64	6	18	30	10	22	17	13	7	2	9	9	8	36	24	37	3
	13.1	36.6	10.8	20.9	6.4	12.6	9.2	18.4	23.0	5.1	19.3	13.8	17.2	12.2	10.8	14.6	25.2
Don't know/refused	11	-	4	3	5	2	4	1	1	3	-	1	-	7	5	2	4
MEAN	2.58	2.12	2.65	2.31	2.79	2.66	2.67	2.40	2.08	2.81	2.43	2.57	2.63	2.56	2.64	2.53	2.13

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Managing crowding

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	478	103	185	39	151	91	254	111	22	444	19	15	222	18	344	125	160	73	60	48	478	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	36	10	9	5	12	24	9	3	1	32	4	-	19	1	22	17	7	4	6	2	36	
	7.6	9.7	5.1	11.7	8.2	25.9	3.7	2.6	3.0	7.3	21.1		8.6	7.7	6.3	13.6	4.4	5.1	9.9	4.2	7.6	
Good (3)	165	29	58	14	65	38	101	23	3	148	8	9	73	5	119	54	49	22	24	14	165	
	34.6	28.1	31.0	35.5	43.1	42.1	39.8	21.1	11.3	33.3	42.1	62.5	32.7	28.8	34.5	43.0	30.5	30.1	40.9	29.4	34.6	
Fair (2)	186	28	82	16	60	23	114	44	5	177	4	6	76	5	143	33	64	36	23	24	186	
	39.0	27.4	44.3	42.0	39.7	25.7	45.0	39.8	21.2	39.8	21.1	37.5	34.4	29.8	41.7	26.0	40.3	48.7	39.2	50.3	39.0	
Poor (1)	90	36	36	4	14	6	29	40	14	87	3	-	54	6	60	22	40	12	6	8	90	
	18.8	34.8	19.6	10.8	9.0	6.3	11.6	36.4	64.4	19.6	15.8		24.4	33.7	17.4	17.4	24.9	16.1	9.9	16.1	18.8	
Don't know/refused	20	2	3	3	11	2	11	3	4	20	-	-	2	3	17	5	5	5	2	1	20	
MEAN	2.31	2.13	2.22	2.48	2.50	2.87	2.36	1.90	1.53	2.28	2.68	2.63	2.25	2.11	2.30	2.53	2.14	2.24	2.51	2.22	2.31	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Managing crowding

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	478	15	165	142	156	172	184	71	33	34	45	66	47	286	221	246	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	36	1	21	8	6	8	17	8	1	3	4	4	1	25	21	15	-
	7.6	6.6	13.0	5.8	3.6	4.7	9.3	11.7	3.1	7.4	9.0	5.4	2.6	8.8	9.6	6.2	
Good (3)	165	2	56	56	51	63	66	19	11	8	15	20	19	103	77	85	3
	34.6	15.6	33.8	39.8	32.5	36.6	35.8	27.3	33.9	23.7	33.1	29.8	40.6	36.2	34.9	34.7	25.2
Fair (2)	186	9	61	44	72	62	75	30	9	13	16	25	16	117	83	101	2
	39.0	59.9	37.1	30.7	46.5	36.4	41.0	42.3	28.7	36.5	36.1	38.4	33.4	40.8	37.6	41.2	18.8
Poor (1)	90	3	26	34	27	38	26	13	11	11	10	17	11	40	40	44	6
	18.8	17.9	16.0	23.7	17.3	22.3	14.0	18.7	34.4	32.3	21.9	26.4	23.5	14.1	17.9	17.9	56.0
Don't know/refused	20	-	7	4	8	6	9	1	-	2	1	2	1	14	6	10	4
MEAN	2.31	2.11	2.44	2.28	2.22	2.24	2.40	2.32	2.06	2.06	2.29	2.14	2.22	2.40	2.36	2.29	1.69

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Helpful drivers/operators

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	473	101	181	40	151	91	251	107	24	441	19	13	213	20	343	124	156	75	60	47	473	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	124	23	48	16	37	47	57	16	3	114	10	-	52	4	85	44	35	16	18	4	124	
	26.2	22.8	26.6	39.3	24.4	51.7	22.7	15.2	14.3	25.8	52.6		24.5	20.2	24.9	35.9	22.6	22.0	30.6	8.0	26.2	
Good (3)	232	43	92	17	79	34	146	49	2	209	9	13	99	13	175	49	81	45	29	25	232	
	49.0	42.8	51.1	42.8	52.2	37.4	58.1	46.0	10.0	47.5	47.4	100.0	46.6	63.8	51.1	39.6	51.8	59.7	48.0	53.8	49.0	
Fair (2)	93	26	34	5	29	10	41	34	9	93	-	-	47	1	66	24	30	11	12	15	93	
	19.7	25.6	18.6	13.3	18.9	10.8	16.3	31.4	37.1	21.2			22.3	3.4	19.1	19.7	19.4	14.9	19.1	31.3	19.7	
Poor (1)	24	9	7	2	7	-	7	8	9	24	-	-	14	3	17	6	10	3	1	3	24	
	5.1	8.8	3.7	4.7	4.5		2.8	7.3	38.7	5.5			6.6	12.6	5.0	4.8	6.2	3.4	2.3	6.9	5.1	
Don't know/refused	25	4	8	3	11	2	13	7	3	23	-	2	11	1	18	7	9	4	1	3	25	
MEAN	2.96	2.80	3.01	3.17	2.97	3.41	3.01	2.69	2.00	2.94	3.53	3.00	2.89	2.92	2.96	3.07	2.91	3.00	3.07	2.63	2.96	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Helpful drivers/operators

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	473	15	161	137	159	170	183	70	31	34	45	65	48	281	216	244	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	124	4	53	31	36	44	50	19	5	6	13	20	9	76	55	65	3
	26.2	28.9	32.8	22.5	22.4	25.8	27.2	27.7	16.3	18.3	27.8	30.3	18.6	27.2	25.6	26.8	25.1
Good (3)	232	8	76	62	85	83	85	33	20	22	23	28	24	134	104	121	7
	49.0	55.5	47.0	45.3	53.6	49.0	46.5	46.4	64.1	65.4	51.5	42.8	51.0	47.7	48.2	49.7	49.8
Fair (2)	93	2	27	32	32	34	39	15	4	6	7	14	10	57	44	47	2
	19.7	11.1	17.0	23.2	20.3	20.3	21.4	21.0	13.6	16.3	16.6	20.8	21.1	20.2	20.5	19.3	15.1
Poor (1)	24	1	5	12	6	8	9	3	2	-	2	4	4	14	12	10	1
	5.1	4.5	3.3	8.9	3.8	4.9	5.0	4.9	6.0		4.2	6.1	9.3	5.0	5.8	4.2	10.0
Don't know/refused	25	-	10	9	5	8	9	1	2	2	1	3	1	19	12	12	1
MEAN	2.96	3.09	3.09	2.81	2.95	2.96	2.96	2.97	2.91	3.02	3.03	2.97	2.79	2.97	2.94	2.99	2.90

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Communicating with the public

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - Have ridden Muni in the last three years	461	102	178	41	140	88	245	107	22	436	19	6	217	14	333	127	155	74	55	41	461	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	54	16	20	1	17	33	15	5	1	49	5	-	25	1	35	20	17	9	4	3	54	
	11.7	15.3	11.0	3.3	12.2	38.0	6.0	4.9	3.1	11.2	26.3		11.3	9.4	10.5	15.6	10.8	11.9	8.0	6.2	11.7	
Good (3)	188	32	80	20	56	33	119	33	3	169	13	6	80	6	142	47	63	29	25	21	188	
	40.8	31.6	45.0	47.5	40.3	37.8	48.4	31.2	14.7	38.8	68.4	100.0	37.0	44.6	42.7	37.5	40.9	39.6	45.7	50.7	40.8	
Fair (2)	162	38	58	11	54	14	93	48	6	161	1	-	83	4	113	43	50	31	18	15	162	
	35.0	37.4	32.7	27.7	38.5	16.3	38.0	44.7	29.5	36.8	5.3		38.2	28.3	34.1	33.7	32.1	42.3	32.4	37.2	35.0	
Poor (1)	58	16	20	9	13	7	19	21	12	58	-	-	29	3	42	17	25	5	8	2	58	
	12.5	15.7	11.3	21.5	9.0	7.9	7.6	19.2	52.7	13.2			13.6	17.6	12.7	13.1	16.1	6.2	13.9	5.8	12.5	
Don't know/refused	37	3	10	1	22	6	20	7	5	27	-	9	7	6	28	4	10	5	7	8	37	
MEAN	2.52	2.47	2.56	2.33	2.56	3.06	2.53	2.22	1.68	2.48	3.21	3.00	2.46	2.46	2.51	2.56	2.47	2.57	2.48	2.57	2.52	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Communicating with the public

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	461	15	159	136	150	169	178	69	26	32	46	66	47	271	213	234	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	54	5	17	15	17	18	16	15	2	1	6	11	4	32	28	25	1
	11.7	30.0	10.7	11.1	11.3	10.6	8.9	21.1	7.9	3.8	14.1	16.2	8.4	11.6	13.0	10.5	10.0
Good (3)	188	3	57	61	67	71	81	19	13	16	21	28	21	102	85	97	6
	40.8	20.1	35.8	44.6	44.8	41.9	45.3	27.0	51.0	51.5	45.9	42.0	45.6	37.6	39.7	41.6	44.8
Fair (2)	162	8	59	46	49	61	59	29	9	9	14	22	13	103	71	88	3
	35.0	50.0	36.8	34.1	32.5	36.0	32.9	41.7	33.8	28.8	30.1	34.2	28.3	38.0	33.1	37.7	20.1
Poor (1)	58	-	26	14	17	20	23	7	2	5	5	5	8	35	30	24	3
	12.5	-	16.6	10.2	11.4	11.6	13.0	10.3	7.3	16.0	10.0	7.5	17.7	12.8	14.2	10.2	25.1
Don't know/refused	37	-	13	10	14	8	15	2	7	5	-	2	1	29	14	22	1
MEAN	2.52	2.80	2.41	2.57	2.56	2.51	2.50	2.59	2.60	2.43	2.64	2.67	2.45	2.48	2.52	2.52	2.40

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing accurate arrival estimates

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	481	102	188	41	150	91	255	111	24	451	19	11	219	20	347	128	160	75	60	45	481	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	84	14	31	7	32	43	37	4	1	78	6	-	30	2	63	32	23	9	14	5	84	
	17.5	14.0	16.5	16.5	21.4	47.3	14.3	3.5	2.8	17.3	31.6		13.9	10.5	18.1	24.7	14.4	12.5	23.0	10.5	17.5	
Good (3)	225	44	88	17	75	37	143	41	4	202	11	11	100	10	158	60	80	33	25	24	225	
	46.7	43.4	46.9	41.7	50.2	40.2	56.1	37.3	15.9	44.9	57.9	100.0	45.8	49.5	45.6	46.7	49.8	44.7	41.3	51.8	46.7	
Fair (2)	123	26	56	13	27	10	67	38	7	121	2	-	61	6	94	22	42	23	15	15	123	
	25.6	25.4	30.0	32.6	18.2	11.0	26.5	34.6	29.9	26.8	10.5		28.0	33.0	27.0	17.3	26.4	31.3	25.3	32.4	25.6	
Poor (1)	49	17	12	4	15	1	8	27	13	49	-	-	27	1	33	15	15	9	6	2	49	
	10.2	17.2	6.6	9.1	10.3	1.5	3.1	24.5	51.4	10.9			12.3	7.0	9.4	11.4	9.5	11.6	10.4	5.2	10.2	
Don't know/refused	17	3	1	1	12	2	9	3	2	13	-	4	6	1	14	2	5	4	1	4	17	
MEAN	2.72	2.54	2.73	2.66	2.83	3.33	2.82	2.20	1.70	2.69	3.21	3.00	2.61	2.63	2.72	2.85	2.69	2.58	2.77	2.68	2.72	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing accurate arrival estimates

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	481	15	167	139	160	176	187	68	29	35	46	67	47	286	220	248	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	84	2	31	23	28	32	36	9	4	7	9	13	6	49	47	35	2
	17.5	15.6	18.3	16.5	17.7	18.4	19.1	13.2	13.0	19.9	20.4	20.0	12.4	17.0	21.4	14.2	15.1
Good (3)	225	7	67	73	78	73	97	34	13	17	26	25	18	138	100	118	6
	46.7	43.3	40.2	52.7	48.6	41.5	52.0	49.2	46.7	49.1	57.7	36.8	39.5	48.2	45.6	47.8	44.8
Fair (2)	123	6	53	23	42	51	36	18	10	11	8	18	15	71	51	69	3
	25.6	36.6	31.7	16.5	26.1	28.9	19.4	26.1	36.7	30.9	17.8	27.0	31.5	24.8	23.2	27.7	25.1
Poor (1)	49	1	16	20	12	20	18	8	1	-	2	11	8	28	21	26	2
	10.2	4.5	9.8	14.3	7.5	11.2	9.5	11.5	3.5	-	4.1	16.2	16.6	10.0	9.7	10.3	15.1
Don't know/refused	17	-	5	8	4	1	6	3	4	1	-	1	1	13	7	8	1
MEAN	2.72	2.70	2.67	2.71	2.77	2.67	2.81	2.64	2.69	2.89	2.94	2.61	2.48	2.72	2.79	2.66	2.60

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Trips taking a reasonable amount of time

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	491	104	187	42	159	93	262	112	24	457	19	15	224	18	357	129	163	77	61	49	491	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	90	16	38	8	28	47	36	7	-	84	6	-	44	3	61	32	30	11	13	3	90	
	18.4	15.4	20.2	19.9	17.9	50.3	13.8	6.6		18.4	31.6		19.7	14.9	17.2	24.8	18.2	13.7	21.9	5.9	18.4	
Good (3)	248	45	85	23	94	39	167	41	1	225	10	13	100	13	186	61	88	38	31	29	248	
	50.5	43.8	45.8	56.1	58.9	41.7	63.8	36.5	5.6	49.2	52.6	87.5	44.7	70.3	52.0	47.0	54.2	48.8	50.6	60.0	50.5	
Fair (2)	118	34	51	8	25	6	50	53	10	114	3	2	61	2	86	24	37	24	11	17	118	
	24.1	32.8	27.3	19.9	15.8	6.8	19.1	47.0	39.6	24.8	15.8	12.5	27.2	11.1	24.0	18.9	23.0	30.7	18.3	34.1	24.1	
Poor (1)	34	8	13	2	12	1	9	11	13	34	-	-	19	1	24	12	7	5	6	-	34	
	7.0	8.0	6.7	4.1	7.4	1.3	3.4	9.8	54.8	7.5			8.4	3.7	6.8	9.3	4.6	6.8	9.2		7.0	
Don't know/refused	6	1	2	1	3	-	3	2	2	6	-	-	1	3	4	1	3	2	1	-	6	
MEAN	2.80	2.67	2.79	2.92	2.87	3.41	2.88	2.40	1.51	2.79	3.16	2.88	2.76	2.96	2.80	2.87	2.86	2.69	2.85	2.72	2.80	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Trips taking a reasonable amount of time

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	491	15	170	144	162	175	190	71	33	33	46	68	48	296	222	256	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	90	3	30	25	31	32	36	14	5	6	8	16	12	49	38	50	3
	18.4	22.2	17.8	17.7	19.3	18.1	18.9	20.1	14.9	17.4	17.8	23.3	24.7	16.5	17.1	19.4	20.1
Good (3)	248	6	83	72	87	100	91	31	18	15	27	31	24	151	108	138	2
	50.5	37.8	48.7	50.3	53.8	57.1	47.9	44.3	54.9	45.0	58.9	46.5	50.0	50.8	48.8	53.8	15.1
Fair (2)	118	5	43	34	37	36	46	20	9	11	11	16	9	72	54	57	7
	24.1	31.1	25.3	23.3	22.9	20.6	24.4	28.2	27.2	31.9	23.4	23.8	18.7	24.3	24.5	22.1	54.8
Poor (1)	34	1	14	13	7	7	17	5	1	2	-	4	3	25	21	12	1
	7.0	8.9	8.2	8.7	4.1	4.2	8.8	7.4	3.1	5.7	-	6.5	6.7	8.4	9.5	4.6	10.0
Don't know/refused	6	-	2	3	2	2	3	1	-	3	-	-	-	3	5	-	1
MEAN	2.80	2.73	2.76	2.77	2.88	2.89	2.77	2.77	2.82	2.74	2.94	2.87	2.93	2.75	2.74	2.88	2.45

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing access for people with disabilities

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	438	100	162	35	141	88	232	94	23	410	12	15	194	20	320	118	145	65	53	47	438	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Excellent (4)	143	32	59	8	44	43	68	27	6	142	1	-	69	3	88	47	43	26	12	12	143	
	32.7	32.2	36.1	24.5	31.2	48.4	29.2	28.8	24.6	34.6	8.3		35.6	17.5	27.5	40.3	29.9	40.3	23.0	24.8	32.7	
Good (3)	211	48	73	18	72	36	128	43	5	189	7	15	91	12	165	49	72	30	25	29	211	
	48.3	48.1	44.9	52.9	51.1	40.4	55.2	45.2	20.2	46.1	58.3	100.0	47.0	59.1	51.5	41.4	49.6	45.6	47.0	60.5	48.3	
Fair (2)	65	13	25	8	20	8	32	17	8	63	2	-	22	3	54	17	20	8	16	4	65	
	15.0	13.1	15.4	22.6	13.9	9.3	13.7	18.5	35.0	15.4	16.7		11.2	16.5	16.8	14.5	13.9	11.9	30.0	9.3	15.0	
Poor (1)	18	7	6	-	5	2	4	7	5	16	2	-	12	1	13	4	9	1	-	3	18	
	4.1	6.6	3.5		3.9	1.9	1.9	7.5	20.2	3.8	16.7		6.2	7.0	4.1	3.8	6.5	2.1		5.4	4.1	
Don't know/refused	60	5	26	8	21	5	32	19	4	53	7	-	30	1	41	13	20	13	9	2	60	
MEAN	3.10	3.06	3.14	3.02	3.10	3.35	3.12	2.95	2.49	3.11	2.58	3.00	3.12	2.87	3.02	3.18	3.03	3.24	2.93	3.05	3.10	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing access for people with disabilities

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	438	13	152	124	149	160	167	67	27	33	39	61	46	259	201	224	12
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	143	5	51	38	49	62	53	18	5	11	11	28	15	79	67	72	5
	32.7	37.8	33.9	30.3	33.1	38.8	31.8	26.6	19.3	32.2	27.7	46.3	32.3	30.4	33.1	32.0	39.0
Good (3)	211	6	68	63	74	69	85	32	15	13	18	22	20	139	104	103	4
	48.3	51.3	44.8	50.5	49.7	43.4	50.5	47.7	55.9	38.8	46.8	36.1	42.7	53.5	51.9	45.8	33.0
Fair (2)	65	1	25	16	23	19	26	15	4	7	6	6	10	35	23	41	1
	15.0	5.4	16.8	13.2	15.4	12.0	15.7	22.1	14.3	22.8	16.4	10.7	22.0	13.5	11.4	18.3	11.2
Poor (1)	18	1	7	7	3	9	3	2	3	2	4	4	1	7	7	9	2
	4.1	5.4	4.6	6.0	1.8	5.7	2.0	3.6	10.6	6.3	9.1	7.0	3.0	2.6	3.6	3.9	16.7
Don't know/refused	60	3	20	22	15	18	25	5	6	4	7	7	2	41	26	31	3
MEAN	3.10	3.22	3.08	3.05	3.14	3.15	3.12	2.97	2.84	2.97	2.93	3.22	3.04	3.12	3.15	3.06	2.94

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Safety and security from crime while onboard or waiting for Muni

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK					ENG	SP	CHN											
BASE - Have ridden Muni in the last three years	472	101	181	40	149	90	248	109	25	440	19	13	214	18	345	126	160	69	60	44	472	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Excellent (4)	34	8	15	1	9	17	15	-	1	30	4	-	14	2	22	12	16	1	3	1	34	
	7.2	8.0	8.2	3.4	6.3	19.1	6.1		5.4	6.8	21.1		6.6	11.1	6.3	9.1	10.1	2.0	4.5	3.1	7.2	
Good (3)	175	29	69	19	57	52	100	22	1	156	7	11	69	8	130	47	55	27	26	16	175	
	37.0	28.9	38.2	46.3	38.6	57.7	40.4	19.8	4.0	35.6	36.8	85.7	32.2	41.6	37.6	36.9	34.5	39.1	43.5	37.3	37.0	
Fair (2)	169	37	68	11	54	14	96	54	4	162	7	-	79	2	131	43	57	27	24	15	169	
	35.9	36.8	37.3	26.4	36.2	16.0	38.9	49.9	17.6	36.9	36.8		36.8	11.1	37.9	34.2	35.6	39.5	39.3	34.3	35.9	
Poor (1)	94	27	29	10	28	6	36	33	18	91	1	2	52	7	63	25	32	13	8	11	94	
	19.9	26.3	16.2	23.9	19.0	7.2	14.6	30.3	73.0	20.7	5.3	14.3	24.4	36.1	18.2	19.8	19.8	19.4	12.7	25.3	19.9	
Don't know/refused	26	4	7	2	13	3	16	5	1	24	-	2	10	3	16	4	5	10	1	6	26	
MEAN	2.31	2.19	2.38	2.29	2.32	2.89	2.38	1.89	1.42	2.28	2.74	2.71	2.21	2.28	2.32	2.35	2.35	2.24	2.40	2.18	2.31	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Safety and security from crime while onboard or waiting for Muni

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	472	15	166	137	153	168	184	69	31	33	45	64	46	284	219	241	12
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Excellent (4)	34	3	12	6	13	14	9	6	1	3	3	8	4	15	20	13	1
	7.2	17.8	7.0	4.7	8.5	8.5	5.0	8.3	3.3	9.8	6.7	12.6	8.5	5.5	9.3	5.3	5.6
Good (3)	175	2	57	50	65	67	71	22	9	12	17	21	14	110	88	86	1
	37.0	13.3	34.4	36.5	42.6	39.8	38.5	31.7	30.4	36.5	38.7	33.1	29.4	38.9	40.3	35.6	5.6
Fair (2)	169	7	63	49	50	61	60	29	14	12	16	25	14	102	67	100	2
	35.9	46.7	38.2	35.9	32.4	36.4	32.5	42.4	44.6	35.4	36.1	39.4	31.2	35.9	30.8	41.5	16.7
Poor (1)	94	3	34	31	25	26	44	12	7	6	8	10	14	56	43	43	9
	19.9	22.2	20.4	22.9	16.5	15.3	24.0	17.5	21.7	18.3	18.4	14.9	30.9	19.7	19.5	17.6	72.0
Don't know/refused	26	-	6	9	11	10	9	2	2	3	1	4	2	16	9	15	3
MEAN	2.31	2.27	2.28	2.23	2.43	2.41	2.24	2.31	2.15	2.38	2.34	2.43	2.16	2.30	2.39	2.28	1.45

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Have you seen or experienced harassment while using Muni in the past year?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK	ENG					SP	CHN											
BASE - Have ridden Muni in the last three years	476	99	183	40	154	90	256	106	25	447	16	13	217	18	346	125	163	75	57	45	476	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
No	229	35	77	17	100	61	127	36	5	210	8	11	78	14	171	53	84	34	32	23	229	
	48.1	35.7	42.1	42.1	64.9	68.3	49.6	34.1	20.3	47.0	50.0	85.7	35.8	75.0	49.4	42.7	51.9	44.9	55.5	50.7	48.1	
Yes, I saw it happen to others	165	35	72	17	42	19	97	42	8	158	5	2	95	3	114	43	52	29	17	17	165	
	34.7	35.8	39.2	41.6	27.0	20.8	37.8	40.0	31.0	35.4	31.3	14.3	43.6	17.6	33.0	34.2	32.1	39.1	30.5	37.6	34.7	
Yes, it's happened to me and I saw it happen to others	52	17	22	4	9	4	23	17	8	51	1	-	27	1	42	18	18	10	2	5	52	
	10.8	16.7	11.9	10.1	6.0	4.5	8.9	15.8	32.5	11.3	6.3		12.3	7.4	12.0	14.1	11.0	12.9	3.3	10.2	10.8	
Yes, it's happened to me	30	12	13	3	3	6	9	11	4	28	2	-	18	-	19	11	8	2	6	1	30	
	6.3	11.8	6.9	6.3	2.1	6.4	3.7	10.1	16.2	6.3	12.5		8.3		5.6	9.1	5.0	3.2	10.7	1.5	6.3	
Don't know/refused	21	6	6	2	7	3	9	8	1	17	3	2	7	3	15	5	3	4	5	4	21	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Have you seen or experienced harassment while using Muni in the past year?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have ridden Muni in the last three years	476	15	167	138	157	167	189	69	30	35	41	64	48	288	218	244	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
No	229	5	77	62	85	75	99	35	12	19	17	32	19	143	118	109	2
	48.1	34.5	46.2	45.1	54.2	44.9	52.3	50.1	39.3	53.3	39.9	50.2	39.9	49.6	54.0	44.7	15.1
Yes, I saw it happen to others	165	6	62	49	48	60	58	27	14	7	17	25	15	103	70	94	2
	34.7	38.8	37.4	35.8	30.5	35.9	31.0	38.9	47.7	19.5	40.0	38.8	30.2	35.6	31.9	38.3	15.1
Yes, it's happened to me and I saw it happen to others	52	2	19	17	12	18	23	4	3	6	2	5	13	27	23	24	5
	10.8	15.6	11.7	12.7	7.9	11.0	12.5	6.1	9.5	17.4	4.1	7.2	26.3	9.2	10.6	9.8	34.8
Yes, it's happened to me	30	2	8	9	12	14	8	3	1	3	7	2	2	16	8	18	5
	6.3	11.1	4.8	6.4	7.4	8.3	4.3	4.9	3.4	9.8	15.9	3.7	3.5	5.5	3.5	7.2	35.1
Don't know/refused	21	-	5	9	7	11	4	2	3	2	4	4	-	11	9	11	1

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What mode(s) of transportation are you using now instead of Muni? (Non-Riders)

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - Have not ridden Muni in the past three years	55	-	-	-	-	-	-	-	-	-	49	1	6	-	-	-	17	11	7	6	12	55
	100.0										100.0	100.0	100.0				100.0	100.0	100.0	100.0	100.0	100.0
Drive	44	-	-	-	-	-	-	-	-	-	37	1	6	-	-	-	11	8	6	6	10	44
	79.2										76.4	100.0	100.0				61.9	77.0	90.4	100.0	86.1	79.2
Walk	19	-	-	-	-	-	-	-	-	-	19	-	-	-	-	-	3	8	2	2	4	19
	34.3										39.0						16.6	69.1	28.7	35.5	36.0	34.3
Ride hailing service (Uber/Lyft)	14	-	-	-	-	-	-	-	-	-	14	-	-	-	-	-	5	5	3	-	1	14
	25.2										28.6						30.3	44.6	38.2		8.3	25.2
Carpool	7	-	-	-	-	-	-	-	-	-	7	-	-	-	-	-	4	2	1	-	1	7
	12.6										14.3						20.5	18.4	9.6		5.6	12.6
Other public transit (such as BART)	7	-	-	-	-	-	-	-	-	-	7	-	-	-	-	-	2	1	-	1	3	7
	12.2										13.9						10.7	12.2		11.8	23.6	12.2
Taxi	5	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	2	2	-	1	1	5
	9.5										10.8						10.7	18.4		11.8	5.6	9.5
Bicycle	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	1	1	-	1	3
	5.5										6.3							12.3	9.6		8.3	5.5

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What mode(s) of transportation are you using now instead of Muni? (Non-Riders)

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Have not ridden Muni in the past three years	55	-	22	21	12	20	16	14	2	3	1	7	2	42	25	30	-
	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Drive	44	-	16	19	9	13	14	12	2	1	1	6	2	33	24	20	-
	79.2		70.3	91.8	74.0	64.3	88.5	82.9	100.0	42.3	100.0	86.4	100.0	79.4	92.7	67.7	
Walk	19	-	10	8	1	6	8	4	1	1	-	1	-	17	10	9	-
	34.3		44.3	37.6	11.0	30.8	49.4	29.3	28.7	21.1		18.1		40.5	40.6	29.0	
Ride hailing service (Uber/Lyft)	14	-	6	5	3	6	6	2	-	-	-	2	1	12	6	8	-
	25.2		29.0	22.9	22.0	30.8	36.8	12.2				22.7	40.2	27.5	22.0	27.8	
Carpool	7	-	3	2	2	2	3	2	1	-	-	2	-	5	1	6	-
	12.6		14.5	8.2	16.5	9.1	16.8	12.2	28.7			22.7		12.5	5.3	18.8	
Other public transit (such as BART)	7	-	4	1	2	3	2	-	-	-	-	-	-	7	2	5	-
	12.2		19.0	3.3	15.0	14.1	12.6							16.1	8.0	15.9	
Taxi	5	-	1	1	3	2	1	2	-	2	-	-	-	3	1	4	-
	9.5		6.1	3.3	26.0	9.1	8.4	14.7		57.7				8.1	5.3	13.1	
Bicycle	3	-	1	1	1	1	-	2	1	-	-	-	-	3	2	1	-
	5.5		4.6	6.6	5.5	3.3		12.2	28.7					7.3	6.7	4.6	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not, what was the main purpose of your trips?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE							
		/WK	/WK	/WK		EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4		5	
BASE - All Respondents	508	92	170	40	157	87	242	105	24	472	18	19	206	19	324	139	160	78	60	56	508	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Eat out/Social/Recreation/Entertainment	191	32	61	14	69	38	94	34	9	187	4	-	76	3	130	65	56	30	21	14	191	
	37.6	34.4	36.1	34.4	43.9	44.2	38.9	32.4	36.8	39.7	22.2		37.1	14.3	40.0	47.0	34.9	38.1	35.3	25.4	37.6	
Work	119	30	39	8	25	11	52	29	11	104	7	7	76	4	56	30	35	17	13	17	119	
	23.4	33.0	22.8	21.2	16.0	12.3	21.7	27.3	43.8	22.1	38.9	40.0	36.9	20.5	17.4	21.8	22.0	22.4	21.1	30.6	23.4	
Shopping	86	18	34	6	21	17	38	23	1	78	2	6	29	3	61	16	24	17	18	9	86	
	16.9	19.7	20.3	14.8	13.3	19.7	15.9	22.0	2.8	16.6	11.1	30.0	13.9	14.3	18.9	11.7	15.0	21.3	29.5	16.3	16.9	
Medical	73	7	24	9	28	14	39	12	2	67	2	4	12	3	56	18	29	8	8	8	73	
	14.3	7.6	13.9	21.6	17.7	16.6	16.0	11.6	6.9	14.2	11.1	20.0	6.0	16.9	17.2	13.2	17.9	10.6	12.9	13.8	14.3	
Personal Business/Errands	24	3	5	3	8	5	9	4	1	24	-	-	5	4	14	4	13	1	1	5	24	
	4.7	3.5	2.7	6.3	5.4	5.3	3.7	3.7	5.6	5.1			2.2	20.5	4.4	2.7	8.1	1.7	1.1	9.3	4.7	
School	12	2	4	1	6	2	7	3	-	7	3	2	8	1	5	3	2	5	-	2	12	
	2.3	1.8	2.1	1.7	3.6	1.9	2.7	3.0		1.4	16.7	10.0	3.8	3.6	1.5	2.4	1.1	5.9		3.3	2.3	
Church/Volunteer	4	-	4	-	-	-	3	-	1	4	-	-	-	2	2	2	2	-	-	1	4	
	0.8		2.1				1.1		4.1	0.9				9.8	0.5	1.2	1.2			1.2	0.8	
Don't know/refused	45	13	19	2	5	6	23	9	2	41	2	2	19	2	37	9	16	8	7	5	45	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not, what was the main purpose of your trips?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	508	14	182	154	157	177	199	80	32	34	39	66	47	323	230	264	13
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Eat out/Social/Recreation/Entertainment	191	5	89	49	48	65	85	28	4	9	12	18	20	132	89	98	5
	37.6	35.7	48.5	31.9	30.8	36.7	42.5	34.8	13.6	27.5	30.9	26.7	42.6	41.0	38.6	36.9	35.1
Work	119	5	48	50	16	38	38	25	14	2	12	21	14	71	65	50	3
	23.4	34.6	26.4	32.2	10.2	21.5	19.1	31.0	43.2	5.0	30.0	31.4	29.0	22.1	28.4	18.9	25.1
Shopping	86	1	20	32	34	29	39	9	8	7	7	10	4	57	34	47	5
	16.9	4.8	10.8	20.5	21.4	16.2	19.4	11.1	24.0	21.7	19.1	15.1	8.0	17.7	14.6	17.9	34.8
Medical	73	-	15	19	39	32	24	8	4	7	5	14	8	38	28	44	1
	14.3	-	8.2	12.1	24.9	18.3	12.0	10.0	12.0	20.9	13.9	20.5	17.5	11.9	12.3	16.5	5.1
Personal Business/Errands	24	-	6	3	15	7	13	4	-	3	1	2	1	17	7	17	-
	4.7	-	3.5	1.8	9.4	3.8	6.7	4.9	-	9.0	1.7	3.1	1.5	5.4	3.1	6.3	-
School	12	4	5	1	2	3	1	6	2	3	1	2	1	5	5	7	-
	2.3	25.0	2.6	0.9	1.2	1.4	0.3	7.4	7.3	7.5	2.6	3.1	1.5	1.6	2.1	2.5	-
Church/Volunteer	4	-	-	1	3	4	-	1	-	3	1	-	-	1	2	2	-
	0.8	-	-	0.7	2.0	2.0	-	0.9	-	8.4	1.7	-	-	0.2	0.8	0.9	-
Don't know/refused	45	1	12	13	19	21	10	6	3	6	8	9	3	19	22	21	1

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What could Muni do to get you to try transit for this type of trip?

	HOW OFTEN RIDE MUNI (Q4)																				SURVEY					TRIP PURPOSE					UNWEIGHTED TOTAL												
	TOTAL	5/+ DAYS				SEV. TIMES				ONCE				3X/MO OR LESS				RATING OF MUNI SVC.					LANGUAGE			WORK/ SCHL			PERS. BUS			OTHER			ZONE								
		/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	/WK	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	1	2		3	4	5									
BASE - All Respondents	527	96	179	39	157	88	246	112	26	491	19	17	214	19	339	144	168	79	62	60	527	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increased frequency	118	30	44	9	33	20	59	29	8	112	1	6	60	5	81	31	34	26	17	7	118	22.5	30.9	24.4	23.9	21.0	23.1	23.9	25.6	31.6	22.8	5.3	33.3	28.2	24.1	23.8	21.2	20.5	33.2	26.7	12.5	22.5	
Faster trips	100	13	37	10	37	22	52	17	5	97	3	-	43	3	69	31	26	18	12	9	100	19.0	13.1	20.5	26.0	23.5	25.1	21.2	15.0	20.4	19.8	15.8	20.1	17.9	20.5	21.6	15.7	22.3	19.4	15.1	19.0		
More direct routes/coverage of city/Fewer transfers	95	15	24	11	33	18	44	17	2	86	1	7	34	3	58	22	29	9	20	13	95	18.0	15.2	13.2	27.8	21.3	20.9	18.0	15.6	9.2	17.6	5.3	44.4	15.9	16.9	17.3	15.0	17.5	11.6	32.7	21.9	18.0	
Safer from crime onboard/at stop	79	10	27	3	20	7	34	14	6	73	2	4	28	1	43	23	25	6	8	12	79	15.0	10.5	15.1	8.7	12.6	7.5	13.8	12.7	21.8	14.9	10.5	22.2	13.3	3.6	12.7	15.7	15.0	8.1	13.4	19.9	15.0	
More on-time/reliable	73	14	25	8	22	8	26	30	5	72	1	-	29	1	49	13	34	16	5	2	73	13.8	14.4	14.2	19.6	14.1	9.3	10.4	26.8	21.0	14.6	5.3	-	13.3	3.6	14.3	9.1	20.4	20.8	7.9	3.2	13.8	
Closer stops	25	5	7	3	8	5	15	4	-	24	1	-	11	-	17	6	5	4	3	7	25	4.8	4.7	4.0	8.7	5.3	5.8	5.9	3.3	-	5.0	5.3	5.1	-	5.2	4.1	2.8	4.9	5.5	12.5	4.8		
Make it easier to carry groceries/tools/ personal material	24	4	12	2	5	5	10	7	1	24	-	-	10	1	18	3	6	6	5	4	24	4.6	4.4	6.8	5.2	3.3	6.0	4.2	6.7	2.6	5.0	4.8	3.6	5.5	1.9	3.9	7.7	8.5	6.6	4.6			
Expanded hours	23	9	7	3	1	2	11	6	1	22	1	-	13	-	13	4	6	7	1	2	23	4.3	9.0	3.9	7.8	0.9	2.7	4.3	5.7	2.6	4.4	5.3	6.1	-	3.7	3.0	3.7	8.8	1.6	3.4	4.3		
Less crowding onboard	21	6	8	1	3	1	7	7	3	21	-	-	8	3	14	4	9	2	1	6	21	4.0	6.4	4.7	1.7	2.2	1.5	3.0	6.7	9.9	4.3	-	3.7	16.9	4.1	2.6	5.1	2.6	2.2	9.4	4.0		
Cleaner onboard/at stops	19	2	4	-	8	2	4	4	5	18	1	-	9	-	9	6	3	2	1	5	19	3.7	1.9	2.2	-	5.4	1.9	1.6	3.5	18.4	3.7	5.3	4.3	-	2.5	4.2	1.8	2.6	2.2	9.1	3.7		
Less expensive	16	2	8	-	3	4	5	2	1	13	3	-	5	-	11	6	3	2	2	4	16	3.1	2.5	4.3	-	1.8	4.7	2.2	1.8	5.2	2.7	15.8	2.3	3.3	4.1	1.7	2.6	3.0	6.3	3.1			
Prefer to drive/walk/bike/Was given a ride (General)	16	5	5	2	5	3	13	1	-	13	3	-	8	1	13	5	7	3	1	-	16	3.1	4.7	2.6	6.1	3.1	3.1	5.3	0.6	2.7	15.8	3.6	3.6	3.7	3.5	4.1	4.1	1.9	-	3.1			
Fewer homeless/mentally unstable passengers	15	5	4	-	5	2	7	1	4	14	1	-	11	-	12	12	1	-	-	1	15	2.8	5.1	2.2	-	3.4	1.9	2.8	1.1	17.1	2.8	5.3	5.0	-	3.5	8.5	0.8	-	-	2.3	2.8		
Stop fare evaders/drug use onboard/Better rule enforcement onboard	14	5	5	-	3	2	4	3	4	14	-	-	7	1	10	6	3	1	1	1	14	2.6	5.1	2.6	-	2.2	2.1	1.6	2.9	15.1	2.8	-	3.5	7.2	2.9	4.4	1.9	0.9	1.1	2.3	2.6		
Better stops (shelter, more benches, escalators, etc.)	10	3	4	-	3	3	1	5	1	10	-	-	3	-	8	3	3	2	-	-	10	1.8	3.3	2.2	-	1.6	2.9	0.3	4.5	5.2	2.0	-	1.3	-	2.3	2.2	1.9	2.3	-	-	1.8		
Better arrival estimates at stops	9	3	3	-	3	1	3	3	3	9	-	-	4	-	5	4	-	3	-	2	9	1.8	3.4	1.7	-	1.9	0.8	1.2	2.4	11.8	1.9	-	2.0	-	1.5	2.6	-	3.2	-	2.8	1.8		
Was traveling outside Muni's service area	9	5	2	1	1	4	1	4	-	5	4	-	7	-	3	5	1	-	2	1	9	1.7	5.1	1.1	2.6	0.6	4.8	0.4	3.3	-	1.0	21.1	3.2	-	0.8	3.7	0.7	3.0	1.1	1.7			
Unfamiliar with Muni/Muni routes	9	-	1	-	2	1	2	-	-	7	-	2	-	1	3	6	1	-	3	-	9	1.7	-	0.8	-	1.5	1.5	1.0	-	-	1.4	-	11.1	-	7.2	0.9	3.9	0.4	4.1	-	1.7		
Real time location on app/Improve the Muni app	9	1	3	2	2	1	4	2	2	9	-	-	4	-	8	3	1	4	-	2	9	1.7	1.2	1.8	5.2	1.5	1.5	1.5	1.8	7.2	1.8	-	1.7	-	2.2	1.9	0.4	4.5	-	3.1	1.7		
Unable to ride Muni due to age/disability	9	-	1	1	4	-	3	2	-	3	-	6	2	2	3	2	1	-	-	4	9	1.7	-	0.4	1.7	2.4	-	1.3	1.7	-	0.7	33.3	0.9	9.8	1.0	1.3	0.4	-	7.4	1.7			

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What could Muni do to get you to try transit for this type of trip?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
Restore suspended route/stop	7 1.3	1 0.7	6 3.1	-	1 0.4	-	6 2.6	1 0.6	-	7 1.4	-	-	1 0.6	1 3.6	6 1.9	2 1.7	5 2.7	-	-	-	7 1.3	
More courteous/helpful/professional operators	7 1.3	1 0.7	3 1.4	-	3 1.9	-	1 0.3	1 0.6	5 19.0	7 1.4	-	-	3 1.5	1 3.6	6 1.6	1 0.7	3 1.6	-	-	2 3.1	7 1.3	
Increased/Continued Covid measures	6 1.1	-	3 1.4	-	1 0.9	-	3 1.3	1 0.6	-	6 1.1	-	-	1 0.6	-	3 1.0	-	2 1.2	-	3 4.1	1 1.7	6 1.1	
Provide on-demand, door to door service	3 0.6	-	2 1.0	-	1 0.4	-	-	1 0.6	2 7.2	3 0.7	-	-	2 0.9	-	3 0.8	1 0.5	-	-	1 1.1	2 3.1	3 0.6	
I'm closer to BART	3 0.5	-	2 1.0	-	1 0.6	-	3 1.2	-	-	3 0.6	-	-	-	-	3 0.8	1 0.7	2 1.1	-	-	-	3 0.5	
Infrastructure improvements (bus only lanes, more subways, better roads, etc.)	3 0.5	-	3 1.5	-	-	1 0.8	1 0.5	1 0.6	-	3 0.6	-	-	1 0.3	-	2 0.6	1 0.5	-	1 0.9	-	-	3 0.5	
Updated/Improved buses and trains (more comfortable, more seats, wifi, etc.)	2 0.4	-	1 0.8	-	1 0.4	-	1 0.3	1 1.2	-	2 0.4	-	-	1 0.6	-	1 0.2	-	-	2 2.6	-	-	2 0.4	
Muni easier to use/streamlined maps	2 0.4	-	-	-	-	-	-	-	-	2 0.4	-	-	-	-	-	2 1.3	-	-	-	-	2 0.4	
Improved disabled access	1 0.3	-	1 0.4	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	-	1 0.2	-	1 0.4	1 0.9	-	-	1 0.3	
SFMTA is corrupt/inept/wastes money	1 0.3	-	-	-	1 0.9	-	1 0.6	-	-	1 0.3	-	-	-	-	1 0.4	-	1 0.8	-	-	-	1 0.3	
Be more bicycle friendly	1 0.3	-	-	-	1 0.9	-	-	-	1 5.2	1 0.3	-	-	-	-	1 0.4	-	-	-	-	-	1 0.3	
Better connection to BART, Caltrain	1 0.2	1 1.1	-	-	-	-	1 0.4	-	-	1 0.2	-	-	1 0.5	-	-	1 0.7	-	-	-	-	1 0.2	
Fewer police/fare inspectors	1 0.1	-	1 0.4	-	-	-	1 0.3	-	-	1 0.1	-	-	-	-	1 0.2	1 0.5	-	-	-	-	1 0.1	
Better service updates/information about route changes	1 0.1	-	-	-	1 0.4	-	1 0.3	-	-	1 0.1	-	-	-	-	1 0.2	1 0.5	-	-	-	-	1 0.1	
Nothing	17 3.3	3 3.3	3 1.4	-	6 3.7	3 2.9	9 3.6	-	-	17 3.5	-	-	5 2.4	-	8 2.5	7 5.2	5 3.1	1 1.7	2 3.3	1 2.0	17 3.3	
Don't know/Non-answer (I always take Muni, Use it as much as I can, no car, etc.)	26 3.3	9 3.3	10 1.4	3	5 3.7	5 2.9	18 3.6	2	1	22 3.5	1	4	10 2.4	2	23 2.5	4	8	7	5	2	26 3.3	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What could Muni do to get you to try transit for this type of trip?

	Q25 AGE					HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER		
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	527	15	190	161	160	190	203	81	30	38	39	73	48	330	240	272	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increased frequency	118	1	59	36	23	43	51	14	9	8	4	19	9	78	51	66	1
	22.5	8.9	30.8	22.2	14.2	22.7	25.0	17.5	30.7	20.7	10.1	26.7	18.5	23.8	21.2	24.3	9.1
Faster trips	100	3	42	33	22	33	40	19	3	5	7	7	14	67	48	48	4
	19.0	21.1	22.0	20.7	13.5	17.4	19.8	23.6	8.9	12.2	17.9	9.8	29.4	20.4	20.1	17.5	27.5
More direct routes/coverage of city/Fewer transfers	95	2	42	24	27	33	39	17	2	4	4	7	4	76	44	49	2
	18.0	13.3	21.9	14.9	16.9	17.5	19.3	20.6	6.1	9.5	10.5	10.0	8.5	23.0	18.1	18.1	13.7
Safer from crime onboard/at stop	79	2	24	28	25	19	38	13	4	6	6	12	6	49	26	49	4
	15.0	13.3	12.6	17.3	15.6	10.0	18.7	16.6	14.0	16.0	14.4	16.1	12.7	15.0	10.8	18.0	27.0
More on-time/reliable	73	6	19	17	31	27	31	7	2	4	4	8	9	47	32	38	2
	13.8	38.8	9.8	10.3	19.7	14.2	15.2	8.6	7.8	10.8	11.4	10.5	19.9	14.2	13.4	14.1	13.7
Closer stops	25	1	6	10	8	10	7	4	4	-	3	2	3	17	11	14	-
	4.8	4.5	3.1	6.4	5.3	5.1	3.4	5.1	11.7	-	7.9	2.8	6.7	5.2	4.7	5.2	-
Make it easier to carry groceries/tools/ personal material	24	-	8	7	10	11	11	1	2	-	1	4	3	16	10	13	1
	4.6	-	4.4	4.1	6.0	5.8	5.4	0.8	6.1	-	3.5	5.8	6.4	4.8	4.3	4.9	4.6
Expanded hours	23	1	12	5	5	9	8	5	-	1	1	4	-	16	15	6	1
	4.3	4.5	6.4	2.8	3.2	5.0	4.1	5.9	-	3.6	2.6	5.3	-	4.9	6.2	2.3	9.1
Less crowding onboard	21	-	5	5	12	12	3	3	2	3	1	2	3	12	8	13	-
	4.0	-	2.4	3.2	7.2	6.1	1.3	4.0	6.1	8.5	2.6	2.8	5.3	3.8	3.5	4.7	-
Cleaner onboard/at stops	19	1	4	13	1	5	3	8	3	-	1	1	3	15	9	9	1
	3.7	6.6	2.0	8.2	0.9	2.6	1.3	10.5	8.4	-	2.6	0.9	5.3	4.6	3.7	3.4	9.1
Less expensive	16	-	5	10	1	4	7	2	2	1	2	2	1	10	5	10	1
	3.1	-	2.7	6.2	0.8	2.1	3.7	2.1	6.7	3.6	5.2	2.3	2.8	3.0	2.0	3.8	9.1
Prefer to drive/walk/bike/Was given a ride (General)	16	-	4	7	5	5	5	2	4	3	1	3	-	9	8	9	-
	3.1	-	2.0	4.5	3.3	2.5	2.5	2.1	12.8	7.2	2.6	4.7	-	2.8	3.2	3.2	-
Fewer homeless/mentally unstable passengers	15	-	4	10	1	3	7	5	1	-	2	1	5	7	8	7	-
	2.8	-	2.0	6.1	0.9	1.3	3.4	5.9	2.3	-	5.7	0.9	10.6	2.1	3.4	2.5	-
Stop fare evaders/drug use onboard/Better rule enforcement onboard	14	-	2	7	5	5	4	3	1	1	1	2	6	3	7	5	1
	2.6	-	1.1	4.3	2.9	2.4	2.2	3.2	2.3	1.8	3.1	2.8	13.1	1.0	2.9	1.9	9.1
Better stops (shelter, more benches, escalators, etc.)	10	-	4	1	4	3	3	2	-	-	-	1	-	8	1	9	-
	1.8	-	2.3	0.8	2.4	1.7	1.6	2.3	-	-	-	1.9	-	2.5	0.3	3.3	-
Better arrival estimates at stops	9	1	2	3	3	4	2	1	1	-	-	1	4	4	5	4	-
	1.8	4.5	1.2	2.0	1.9	2.1	1.0	1.3	3.3	-	-	0.9	8.9	1.3	2.1	1.6	-
Was traveling outside Muni's service area	9	-	3	6	-	4	1	1	3	1	4	1	-	3	6	3	-
	1.7	-	1.6	3.7	-	2.2	0.3	1.3	10.0	3.2	10.9	1.4	-	0.8	2.5	1.1	-
Unfamiliar with Muni/Muni routes	9	1	4	3	1	4	4	1	-	-	-	1	-	8	2	7	-
	1.7	4.5	2.2	1.6	0.9	2.0	2.1	0.8	-	-	-	0.9	-	2.5	0.9	2.5	-
Real time location on app/Improve the Muni app	9	-	4	3	1	4	2	-	2	-	1	-	3	5	5	4	-
	1.7	-	2.3	1.9	0.9	2.1	0.8	-	6.1	-	1.8	-	6.8	1.5	2.2	1.3	-
Unable to ride Muni due to age/disability	9	-	-	-	9	6	1	-	2	4	-	-	-	4	3	6	-
	1.7	-	-	-	5.5	2.9	0.3	-	6.1	11.7	-	-	-	1.3	1.1	2.3	-
Restore suspended route/stop	7	-	1	1	5	3	2	1	-	2	-	2	-	3	4	3	-
	1.3	-	0.7	0.4	3.1	1.3	1.0	1.7	-	4.9	-	2.3	-	1.0	1.8	1.0	-

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What could Muni do to get you to try transit for this type of trip?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
More courteous/helpful/professional operators	7 1.3	-	2 1.2	3 2.0	1 0.9	1 0.4	1 0.7	-	3 9.5	1 1.8	-	-	-	6 1.9	2 0.9	4 1.3	1 9.1
Increased/Continued Covid measures	6 1.1	-	4 1.9	1 0.8	1 0.4	1 0.7	3 1.6	1 1.3	-	1 1.8	-	1 0.9	-	4 1.3	2 1.0	3 0.9	1 4.6
Provide on-demand, door to door service	3 0.6	-	1 0.4	2 1.2	1 0.4	1 0.4	-	1 0.8	2 6.1	-	-	-	-	3 1.0	1 0.6	2 0.7	-
I'm closer to BART	3 0.5	-	1 0.5	-	2 1.2	2 1.0	1 0.5	-	-	-	2 4.8	-	-	1 0.3	-	3 1.1	-
Infrastructure improvements (bus only lanes, more subways, better roads, etc.)	3 0.5	-	-	2 1.3	1 0.4	1 0.4	-	1 1.7	-	-	-	1 1.4	2 0.6	2 0.8	1 0.3	-	-
Updated/Improved buses and trains (more comfortable, more seats, wifi, etc.)	2 0.4	-	-	2 1.3	-	1 0.7	-	1 0.8	-	-	-	-	-	2 0.6	1 0.3	1 0.5	-
Muni easier to use/streamlined maps	2 0.4	-	2 1.0	-	-	2 1.0	-	-	-	-	-	-	-	2 0.6	-	2 0.7	-
Improved disabled access	1 0.3	-	-	1 0.8	-	1 0.7	-	-	-	-	-	-	-	1 0.4	-	1 0.5	-
SFMTA is corrupt/inept/wastes money	1 0.3	-	-	1 0.4	1 0.4	-	1 0.3	1 0.8	-	-	-	-	-	1 0.4	1 0.6	-	-
Be more bicycle friendly	1 0.3	-	1 0.7	-	-	-	-	-	-	-	-	-	-	1 0.4	-	-	1 9.1
Better connection to BART, Caltrain	1 0.2	-	-	1 0.6	-	-	1 0.5	-	-	-	-	-	1 2.1	-	-	1 0.4	-
Fewer police/fare inspectors	1 0.1	-	1 0.4	-	-	-	-	1 0.8	-	-	-	-	1 1.4	-	-	-	1 4.6
Better service updates/information about route changes	1 0.1	-	-	-	1 0.4	-	1 0.3	-	-	-	-	-	-	1 0.2	1 0.3	-	-
Nothing	17 3.3	-	5 2.7	4 2.4	8 5.2	8 4.0	6 3.2	3 4.0	-	1 3.6	1 3.5	6 8.6	1 2.5	7 2.2	11 4.5	6 2.4	-
Don't know/Non-answer (I always take Muni, Use it as much as I can, no car, etc.)	26	-	4	6	17	7	6	5	5	2	8	3	2	12	13	14	-

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

If you needed information about Muni, how would you obtain this information?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - All Respondents	537	103	184	42	157	92	259	109	26	507	20	9	223	19	352	147	176	85	62	56	537	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Check online	325	61	110	23	97	51	156	72	13	321	-	4	145	13	213	79	112	58	39	29	325	
	60.5	59.0	59.8	54.9	62.1	55.8	60.3	65.4	48.1	63.3		40.0	65.3	66.1	60.6	53.6	63.6	68.7	63.0	52.6	60.5	
Use an app	217	40	88	22	62	35	115	47	13	215	-	2	91	3	156	57	72	40	25	18	217	
	40.4	38.5	47.6	52.0	39.5	38.5	44.6	43.2	49.9	42.3		20.0	41.1	14.3	44.3	38.6	41.0	46.8	40.8	32.2	40.4	
Ask a Muni driver or Station Agent	75	21	31	8	16	18	40	13	4	61	14	-	38	3	57	19	26	11	9	8	75	
	14.0	20.2	16.6	18.0	10.0	19.3	15.4	11.8	15.4	12.1	70.0		17.2	16.9	16.2	12.6	14.5	12.9	14.5	15.2	14.0	
Call 311 or fill out an online form	58	16	17	2	15	13	29	5	4	58	-	-	19	2	40	16	21	5	4	11	58	
	10.7	15.3	9.0	5.6	9.7	13.7	11.0	4.6	13.5	11.4			8.5	10.7	11.4	10.8	11.9	5.4	7.1	18.9	10.7	
Visit the SFMTA Customer Service Center	46	13	8	7	12	10	18	10	3	38	6	2	18	3	28	9	14	10	5	6	46	
	8.6	12.6	4.3	16.0	7.9	10.7	6.8	9.1	10.3	7.5	30.0	20.0	8.1	16.9	7.9	6.4	7.7	11.5	8.5	11.5	8.6	
Signs at stop	16	3	7	-	6	-	12	1	3	14	-	2	5	2	11	1	7	3	2	2	16	
	2.9	2.9	3.8		3.7		4.8	0.6	10.2	2.7		20.0	2.4	9.8	3.1	0.9	3.9	3.0	3.0	3.3	2.9	
Ask a friend, colleague, or family member	15	1	5	1	2	4	6	-	-	13	2	-	2	1	8	4	6	2	1	2	15	
	2.8	1.3	2.7	3.2	1.3	4.4	2.2			2.5	10.0		1.1	3.6	2.3	2.9	3.2	2.4	1.1	4.2	2.8	
Contact Muni via social media	12	2	7	-	1	1	6	4	-	12	-	-	8	1	7	2	3	3	1	3	12	
	2.2	2.0	4.0		0.9	0.7	2.4	3.6		2.4			3.6	3.6	2.1	1.4	1.4	3.4	2.2	5.8	2.2	
Muni text alerts/emails	4	1	2	1	-	1	1	2	-	4	-	-	3	-	4	-	1	-	3	-	4	
	0.7	0.7	1.0	3.2		1.5	0.3	1.7		0.8			1.1		1.1		0.4		5.2		0.7	
Call 511	3	-	1	-	2	1	3	-	-	3	-	-	-	-	3	-	1	1	-	2	3	
	0.6		0.7		1.2	0.7	1.0			0.6					0.9		0.4	0.8		3.3	0.6	
Other (Unspecified)	5	1	-	1	3	-	1	2	1	5	-	-	2	1	2	-	1	1	-	2	5	
	0.9	0.7		1.6	2.0		0.5	1.7	5.1	0.9			0.8	3.6	0.6		0.4	0.8		3.3	0.9	
Don't know/refused	16	2	4	-	5	1	6	4	-	5	-	11	2	2	9	1	-	1	6	6	16	

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If you needed information about Muni, how would you obtain this information?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	537	15	192	163	167	194	208	82	30	40	45	72	50	330	246	276	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Check online	325	10	125	93	96	114	135	54	11	18	21	37	33	215	135	179	11
	60.5	68.9	65.1	57.1	57.8	58.8	65.1	66.0	35.8	45.2	47.1	51.7	66.2	65.3	54.7	65.1	72.6
Use an app	217	8	69	73	68	87	83	26	9	8	13	27	25	144	104	111	2
	40.4	50.0	35.7	44.6	40.7	44.8	39.8	31.7	29.0	19.6	28.0	37.8	50.3	43.6	42.1	40.2	13.8
Ask a Muni driver or Station Agent	75	5	23	22	25	23	28	13	9	7	13	15	10	31	27	47	1
	14.0	34.4	11.8	13.6	15.2	11.6	13.5	15.9	30.1	17.5	27.9	20.8	19.7	9.4	11.0	17.0	9.1
Call 311 or fill out an online form	58	-	13	17	28	22	21	10	3	9	4	14	6	24	26	32	-
	10.7	-	6.5	10.6	16.7	11.4	10.3	12.2	9.1	22.8	9.7	19.0	12.6	7.3	10.4	11.6	-
Visit the SFMTA Customer Service Center	46	4	18	11	13	19	7	9	9	6	4	11	1	24	21	25	-
	8.6	25.5	9.6	6.7	7.6	9.9	3.5	11.4	29.5	16.2	8.2	14.5	2.7	7.3	8.4	9.2	-
Signs at stop	16	-	4	5	7	10	4	-	-	6	1	1	-	8	4	9	3
	2.9	-	2.2	2.8	4.2	4.9	1.7	-	-	15.8	1.5	0.9	-	2.5	1.8	3.1	18.2
Ask a friend, colleague, or family member	15	1	4	3	7	10	1	3	-	6	3	2	-	4	5	10	-
	2.8	6.6	2.1	1.7	4.3	5.4	0.3	3.7	-	16.2	6.0	2.8	-	1.1	2.0	3.6	-
Contact Muni via social media	12	2	8	2	-	6	3	4	-	-	-	4	2	7	8	4	-
	2.2	13.3	4.2	1.2	-	3.0	1.2	4.5	-	-	-	4.9	3.7	2.0	3.1	1.6	-
Muni text alerts/emails	4	-	1	3	-	3	1	-	-	-	-	-	-	4	2	2	-
	0.7	-	0.7	1.6	-	1.3	0.7	-	-	-	-	-	-	1.2	0.8	0.7	-
Call 511	3	-	-	-	3	1	2	-	-	1	-	-	1	2	1	3	-
	0.6	-	-	-	1.9	0.7	0.9	-	-	1.7	-	-	1.4	0.6	0.3	0.9	-
Other (Unspecified)	5	-	2	2	1	2	-	1	-	-	-	-	-	5	3	1	1
	0.9	-	1.1	1.1	0.4	1.0	-	0.8	-	-	-	-	-	1.4	1.0	0.2	9.1
Don't know/refused	16	-	2	4	10	4	1	4	6	-	1	3	-	12	6	10	-

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Online sources cited in Q21

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
	BASE - Respondents who use internet sources for information on Muni who cited a website	326	61	110	23	99	53	157	71	13	322	-	4	145	13	215	79	114	58	39	29	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
SFMTA website/instagram	173	29	73	11	53	29	83	47	6	173	-	-	84	5	120	47	51	29	18	20	173	
	53.0	47.3	66.2	46.0	53.2	54.4	53.1	66.9	45.3	53.6			58.3	37.9	55.8	59.6	45.0	49.9	46.6	69.3	53.0	
Google Maps website	121	27	27	8	40	23	52	21	6	118	-	4	51	6	75	29	47	22	20	2	121	
	37.2	44.9	24.7	34.3	40.7	44.3	33.0	30.3	49.2	36.5		100.0	35.4	51.2	34.7	36.3	41.3	37.8	51.3	8.0	37.2	
Internet search (general)	25	3	2	2	9	2	12	1	1	25	-	-	5	1	11	4	9	3	1	8	25	
	7.6	4.2	1.5	8.8	9.1	3.2	7.8	1.0	5.4	7.7			3.8	10.8	5.1	4.7	7.5	5.9	1.7	28.9	7.6	
Next Bus/Umo website	20	5	8	4	3	4	12	3	1	20	-	-	7	-	17	3	7	5	5	-	20	
	6.2	8.9	7.1	16.8	3.3	7.4	7.9	4.8	5.4	6.3			5.2	-	7.9	4.3	6.4	8.8	11.7	-	6.2	
SF Bay Transit	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	2	-	-	-	2	
	0.6		1.7				1.2			0.6					0.9		1.6				0.6	
511 website	1	-	-	-	1	1	-	-	1	1	-	-	1	-	1	-	-	-	-	1	1	
	0.4				1.4	1.3			5.4	0.4			0.5		0.6					4.6	0.4	
Moovit	1	1	-	-	-	1	-	-	-	1	-	-	-	1	1	-	1	-	-	-	1	
	0.2	1.1				1.3				0.2				5.4	0.3		0.6				0.2	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Respondents who use internet sources for information on Muni who cited a website	326	10	126	93	96	113	137	54	11	18	21	37	32	217	136	179	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
SFMTA website/instagram	173	3	63	47	60	68	68	25	6	7	12	26	21	107	68	100	5
	53.0	25.8	49.7	50.5	62.6	59.6	49.6	45.4	52.4	40.8	54.8	69.3	65.5	49.1	49.6	55.6	50.3
Google Maps website	121	7	64	36	14	33	54	25	4	7	8	6	7	93	55	62	4
	37.2	64.5	50.9	38.9	14.5	29.4	39.7	46.7	41.3	41.3	35.7	17.0	22.5	42.7	40.3	34.8	37.2
Internet search (general)	25	1	7	8	9	8	12	3	1	1	-	4	1	18	11	14	-
	7.6	9.6	5.9	8.4	8.8	6.9	8.9	6.3	6.4	7.6	-	10.0	4.2	8.4	8.1	7.7	-
Next Bus/Umo website	20	-	4	3	14	6	10	4	-	-	2	3	3	12	6	13	1
	6.2	-	3.1	2.9	14.3	5.2	7.0	7.5	-	-	9.5	8.6	10.0	5.5	4.5	7.2	12.5
SF Bay Transit	2	-	-	-	2	2	-	-	-	2	-	-	-	-	2	-	-
	0.6	-	-	-	1.9	1.6	-	-	-	10.4	-	-	-	-	1.4	-	-
511 website	1	-	1	-	1	-	1	-	-	-	-	-	-	1	1	1	-
	0.4	-	0.5	-	0.7	-	1.0	-	-	-	-	-	-	0.6	0.5	0.4	-
Moovit	1	-	-	-	1	1	-	-	-	-	-	-	-	1	-	1	-
	0.2	-	-	-	0.7	0.6	-	-	-	-	-	-	-	0.3	-	0.4	-

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK	OR LESS		ENG	SP	CHN													
BASE - Respondents who use an app for information on Muni who cited an app	210	40	86	21	58	34	114	45	11	210	-	-	91	3	149	58	64	40	25	18	210	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Next Bus/Umo App	54	10	26	8	11	5	35	13	1	54	-	-	21	1	42	11	22	13	7	2	54	
	25.8	26.2	29.7	35.7	18.2	13.9	31.1	29.3	5.9	25.8			23.6	40.0	28.0	18.3	33.8	31.9	26.9	13.2	25.8	
Google Maps App	53	10	22	5	14	11	26	11	4	53	-	-	21	-	40	21	12	10	5	3	53	
	25.1	25.2	25.5	24.6	24.1	30.7	23.2	23.2	32.3	25.1			22.8		26.7	37.0	18.7	26.0	19.5	17.9	25.1	
MuniMobile	49	1	15	9	21	12	26	6	3	49	-	-	17	-	32	13	11	11	11	3	49	
	23.2	3.4	17.3	42.0	36.2	33.6	22.9	12.7	23.5	23.2			18.9		21.3	22.4	17.4	26.8	43.6	16.0	23.2	
Transit	30	7	14	1	8	6	13	8	3	30	-	-	17	1	21	3	10	8	3	4	30	
	14.3	16.7	16.5	6.4	13.5	17.9	11.5	17.2	26.5	14.3			18.3	20.0	14.2	5.6	16.1	20.4	12.8	21.7	14.3	
Routesy	14	4	7	1	1	-	9	4	-	14	-	-	7	-	9	2	3	3	-	4	14	
	6.8	10.6	8.5	3.2	2.4		8.3	9.0		6.8			8.2		5.8	4.1	5.3	8.5		20.7	6.8	
Apple Maps App	11	5	1	1	3	1	6	2	-	11	-	-	5	1	6	3	5	-	-	2	11	
	5.0	12.8	0.8	3.2	5.9	4.0	5.6	4.5		5.0			5.1	20.0	4.0	5.9	8.2			10.3	5.0	
City Mapper	8	3	4	-	1	-	6	1	1	8	-	-	5	1	5	2	1	3	-	1	8	
	3.7	6.8	4.3		2.4		5.1	1.5	11.7	3.7			5.6	20.0	3.4	3.5	1.1	6.4		6.7	3.7	
Twitter	7	1	1	-	4	1	3	3	-	7	-	-	4	1	3	5	-	1	-	1	7	
	3.1	3.4	1.6		6.7	2.0	2.8	6.0		3.1			4.3	20.0	2.3	7.9		3.4		3.8	3.1	
Moovit	3	3	-	-	-	-	1	2	-	3	-	-	3	-	3	-	3	-	-	-	3	
	1.5	8.1					1.2	4.1		1.5			3.5		2.2		5.0				1.5	
Lotus Bus Tracking	2	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	2	-	-	-	2	
	0.9		2.2				1.6			0.9					1.2		2.9				0.9	
Busly	1	-	1	-	1	1	1	-	-	1	-	-	-	-	1	-	1	1	-	-	1	
	0.6		0.8		1.2	2.0	0.6			0.6					0.9		1.1	1.7			0.6	
Quiky Transit	1	-	-	-	1	-	-	1	-	1	-	-	-	-	1	1	-	-	-	-	1	
	0.6				2.3			3.0		0.6					0.9	2.3					0.6	
Pantograph	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1	1	-	-	-	-	1	
	0.6	3.4					1.2			0.6			1.5		0.9	2.3					0.6	
Metro	1	-	-	-	1	-	1	-	-	1	-	-	-	-	1	-	-	1	-	-	1	
	0.3				1.2		0.6			0.3					0.5			1.7			0.3	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Respondents who use an app for information on Muni who cited an app	210	8	67	71	63	86	79	25	8	8	13	27	24	138	105	103	2
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Next Bus/Umo App	54	-	4	20	30	26	20	5	-	1	4	12	3	34	19	34	1
	25.8		6.1	27.9	47.7	30.8	25.9	21.5		17.3	30.7	45.3	11.1	24.7	17.8	33.2	66.7
Google Maps App	53	3	26	17	7	12	26	8	3	1	3	1	4	43	32	20	1
	25.1	33.4	39.2	23.3	11.0	13.5	32.7	33.5	33.4	17.5	20.0	3.8	18.1	31.3	30.1	19.8	33.3
MuniMobile	49	-	16	18	14	24	14	8	-	3	3	8	5	29	26	22	1
	23.2		24.1	25.5	22.5	28.2	17.7	30.2		39.1	23.9	29.4	21.6	21.4	24.8	21.4	33.3
Transit	30	2	17	6	5	13	9	3	3	-	1	6	3	19	19	11	-
	14.3	22.3	24.9	8.6	8.6	14.7	11.0	12.1	42.2		10.7	24.1	13.9	13.7	18.0	10.9	
Routesy	14	-	1	7	7	8	6	1	-	-	1	1	6	5	3	11	-
	6.8		1.0	9.8	10.4	9.3	7.1	2.7			10.7	5.1	24.9	3.9	3.2	10.6	
Apple Maps App	11	2	2	6	-	6	4	-	-	3	-	-	3	5	8	3	-
	5.0	26.7	3.0	9.0		7.5	5.2			34.8			10.4	3.8	7.6	2.5	
City Mapper	8	-	1	3	5	3	2	-	2	-	1	1	-	6	1	6	-
	3.7		1.0	3.6	7.2	3.2	2.4		24.4		5.4	2.6		4.7	1.3	6.3	
Twitter	7	1	5	-	-	-	3	2	1	-	-	-	-	7	7	-	-
	3.1	17.7	7.8				4.1	8.0	17.7					4.8	6.3		
Moovit	3	-	-	3	-	1	2	-	-	-	-	1	2	-	-	3	-
	1.5			4.5		1.6	2.4					5.1	7.6			3.1	
Lotus Bus Tracking	2	-	-	-	2	2	-	-	-	-	2	-	-	-	-	2	-
	0.9				2.9	2.2					14.6					1.8	
Busly	1	-	-	-	1	1	1	-	-	-	1	-	-	1	1	-	-
	0.6				2.2	0.8	0.9				5.4			0.5	1.3		
Quiky Transit	1	-	1	-	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.6		2.0				1.7							1.0	1.3		
Pantograph	1	1	-	-	-	-	-	1	-	-	-	-	-	1	1	-	-
	0.6	17.7						5.3						1.0	1.3		
Metro	1	-	-	-	1	1	-	-	-	-	-	1	-	-	-	1	-
	0.3				1.1	0.8						2.6				0.7	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How informed do you feel about Muni projects, enhancements, and service updates?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER							
		/WK	/WK	/WK						ENG	SP	CHN				1	2	3	4	5		
BASE - All Respondents	539	103	184	42	158	92	257	111	26	506	16	17	222	19	354	143	172	84	67	60	539	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very Informed (4)	75	17	31	3	22	18	43	11	1	75	-	-	35	1	53	19	27	12	8	8	75	
	13.9	16.8	16.7	6.5	14.1	19.2	16.9	9.4	5.2	14.8			15.6	7.2	15.1	13.2	15.8	13.9	11.8	13.1	13.9	
Somewhat Informed (3)	218	43	86	17	59	34	114	47	11	209	5	4	96	5	157	49	75	38	27	24	218	
	40.4	41.2	46.8	40.7	37.4	36.8	44.2	41.9	39.8	41.2	31.3	22.2	43.1	24.1	44.5	34.5	43.5	45.0	39.5	40.7	40.4	
Not Too Informed (2)	146	22	49	18	44	23	67	32	10	130	6	9	63	8	85	41	42	21	25	12	146	
	27.0	21.4	26.4	42.6	27.6	25.2	26.2	28.7	36.5	25.7	37.5	55.6	28.2	40.1	24.1	28.7	24.5	24.7	36.6	20.8	27.0	
Not At All Informed (1)	101	21	18	4	33	17	32	22	5	92	5	4	29	5	58	34	28	14	8	15	101	
	18.8	20.6	10.0	10.1	20.9	18.8	12.6	20.0	18.6	18.2	31.3	22.2	13.2	28.7	16.4	23.7	16.3	16.5	12.1	25.3	18.8	
Don't know/refused	14	2	5	1	4	1	8	3	-	6	4	4	2	2	7	5	4	1	-	2	14	
MEAN	2.49	2.54	2.70	2.44	2.45	2.56	2.65	2.41	2.31	2.53	2.00	2.00	2.61	2.10	2.58	2.37	2.59	2.56	2.51	2.42	2.49	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How informed do you feel about Muni projects, enhancements, and service updates?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	539	15	191	164	168	192	209	85	29	40	43	72	49	336	250	275	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very Informed (4)	75	2	18	21	34	38	23	7	3	7	6	17	9	36	33	42	-
	13.9	13.3	9.4	12.9	20.0	19.8	11.2	8.6	8.6	18.0	13.4	23.3	18.3	10.8	13.1	15.3	-
Somewhat Informed (3)	218	2	62	72	82	72	93	31	14	12	20	31	19	136	103	110	5
	40.4	13.4	32.3	43.7	48.6	37.7	44.6	36.1	47.7	30.9	45.8	42.7	38.6	40.5	41.2	40.0	32.0
Not Too Informed (2)	146	5	69	42	29	50	54	24	9	6	12	14	15	99	69	72	5
	27.0	32.1	36.2	25.7	17.4	26.1	25.9	28.2	29.3	16.2	27.0	20.1	29.6	29.4	27.7	26.1	31.9
Not At All Informed (1)	101	6	42	29	23	31	38	23	4	14	6	10	7	65	45	51	5
	18.8	41.1	22.1	17.7	13.9	16.4	18.3	27.2	14.4	34.9	13.7	14.0	13.5	19.3	17.9	18.6	36.1
Don't know/refused	14	-	3	3	8	6	-	1	6	-	4	4	1	6	3	11	-
MEAN	2.49	1.99	2.29	2.52	2.75	2.61	2.49	2.26	2.51	2.32	2.59	2.75	2.62	2.43	2.50	2.52	1.96

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

The SFMTA (San Francisco Municipal Transportation Agency) is a City agency which oversees Muni, bike and pedestrian programs, taxis, as well as parking and traffic in the City. In general, how FAMILIAR are you with the SFMTA and its responsibilities?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
	BASE - All respondents	542	103	186	42	158	92	258	112	26	509	16	17	222	19	356	144	174	84	67	60	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very familiar (4)	107	21	39	4	31	19	44	23	9	107	-	-	48	1	67	29	35	19	10	11	107	
	19.7	20.7	20.9	9.8	19.7	21.0	17.2	20.6	32.7	21.0			21.7	7.2	18.8	20.2	19.9	22.9	14.6	18.6	19.7	
Somewhat familiar (3)	254	42	88	27	80	46	127	52	12	246	5	4	98	5	179	56	86	43	40	25	254	
	46.9	40.9	47.2	64.6	50.7	49.5	49.4	46.3	45.6	48.3	31.3	22.2	43.9	25.1	50.4	38.8	49.6	50.8	60.1	41.9	46.9	
Not too familiar (2)	130	30	49	8	33	16	69	29	6	120	5	6	63	12	78	43	34	20	12	16	130	
	24.0	29.3	26.3	19.9	21.0	17.7	26.9	25.9	21.8	23.5	31.3	33.3	28.4	60.6	22.0	29.9	19.4	23.5	17.8	26.2	24.0	
Not at all familiar (1)	51	9	10	2	14	11	17	8	-	37	6	7	13	1	31	16	19	2	5	8	51	
	9.3	9.2	5.6	5.7	8.7	11.8	6.6	7.2		7.3	37.5	44.4	5.9	7.2	8.8	11.1	11.1	2.8	7.5	13.3	9.3	
Don't know/refused	11	2	3	1	4	1	6	2	-	3	4	4	2	2	5	4	2	1	-	2	11	
MEAN	2.77	2.73	2.84	2.79	2.81	2.80	2.77	2.80	3.11	2.83	1.94	1.78	2.81	2.32	2.79	2.68	2.78	2.94	2.82	2.66	2.77	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

The SFMTA (San Francisco Municipal Transportation Agency) is a City agency which oversees Muni, bike and pedestrian programs, taxis, as well as parking and traffic in the City. In general, how FAMILIAR are you with the SFMTA and its responsibilities?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All respondents	542	15	191	165	170	194	209	85	29	40	44	72	50	336	251	277	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very familiar (4)	107	6	47	31	23	35	46	21	3	4	6	13	8	76	58	46	2
	19.7	36.6	24.4	18.9	13.7	18.0	22.2	25.0	9.8	9.5	14.7	17.6	15.4	22.6	23.2	16.8	13.7
Somewhat familiar (3)	254	5	80	81	88	98	98	33	14	19	21	32	21	162	122	127	6
	46.9	31.1	42.0	49.1	51.9	50.5	46.9	38.4	46.6	47.1	47.5	44.2	41.8	48.2	48.6	45.7	41.1
Not too familiar (2)	130	5	47	38	40	46	45	24	6	8	12	21	19	69	54	73	3
	24.0	32.3	24.6	23.3	23.4	23.9	21.3	28.4	21.8	20.5	27.8	29.7	38.7	20.5	21.6	26.6	18.2
Not at all familiar (1)	51	-	17	14	19	15	20	7	6	9	4	6	2	29	16	30	4
	9.3	-	9.1	8.7	11.1	7.5	9.6	8.2	21.8	22.9	10.0	8.5	4.1	8.6	6.6	10.9	27.0
Don't know/refused	11	-	3	2	6	4	-	1	6	-	3	3	-	5	2	9	-
MEAN	2.77	3.04	2.82	2.78	2.68	2.79	2.82	2.80	2.44	2.43	2.67	2.71	2.69	2.85	2.89	2.68	2.42

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How satisfied are you with the job the SFMTA does managing transportation in San Francisco

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - All respondents	515	100	182	40	150	89	249	108	26	502	7	6	214	17	347	132	171	86	64	51	515	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very satisfied (5)	64	15	21	5	17	25	33	-	-	64	-	-	24	1	39	18	23	11	7	4	64	
	12.4	14.7	11.7	11.8	11.7	28.1	13.4			12.7			11.2	7.9	11.2	14.0	13.6	12.8	10.5	8.7	12.4	
Somewhat satisfied (4)	203	37	84	17	55	39	125	29	1	197	2	4	82	7	149	48	70	32	30	23	203	
	39.4	36.7	46.4	42.4	37.1	44.4	50.1	26.6	3.8	39.3	28.6	66.7	38.6	41.5	42.9	36.0	40.8	36.7	46.7	44.8	39.4	
Neutral (3)	93	14	31	9	27	18	35	27	2	89	4	-	38	3	60	24	33	17	9	9	93	
	18.1	14.4	16.8	21.8	18.4	19.8	14.2	24.7	6.4	17.7	57.1		18.0	15.9	17.3	18.4	19.3	19.6	13.4	18.6	18.1	
Somewhat unsatisfied (2)	90	17	31	7	27	2	44	31	5	88	-	2	40	5	58	22	31	14	12	10	90	
	17.5	16.8	16.9	18.1	18.2	2.1	17.9	28.8	17.3	17.5		33.3	18.8	26.7	16.7	16.4	18.3	15.9	18.5	18.6	17.5	
Very unsatisfied (1)	65	17	15	2	22	5	11	21	19	64	1	-	28	1	41	20	14	13	7	5	65	
	12.6	17.4	8.2	5.9	14.7	5.5	4.5	19.9	72.4	12.7	14.3		13.3	7.9	11.9	15.2	8.0	15.0	10.8	9.3	12.6	
Don't know/refused	38	5	7	2	12	4	16	6	-	10	13	15	11	4	14	15	6	-	3	10	38	
MEAN	3.22	3.15	3.37	3.36	3.13	3.87	3.50	2.58	1.42	3.22	3.00	3.33	3.16	3.15	3.25	3.17	3.34	3.17	3.28	3.25	3.22	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How satisfied are you with the job the SFMTA does managing transportation in San Francisco

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All respondents	515	14	181	157	163	188	205	78	23	36	38	70	49	322	241	259	14
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very satisfied (5)	64	1	17	17	29	28	26	5	-	7	4	13	11	29	24	39	1
	12.4	7.1	9.5	10.8	17.7	14.9	12.9	7.0	-	20.0	11.6	18.0	21.8	9.0	10.1	15.0	4.8
Somewhat satisfied (4)	203	7	69	52	75	80	82	26	8	14	17	30	12	129	99	102	2
	39.4	48.8	38.4	33.0	45.9	42.6	39.9	33.4	35.1	39.4	45.1	42.9	24.8	40.2	41.1	39.3	14.4
Neutral (3)	93	3	36	30	24	31	40	15	5	2	8	8	10	65	45	46	1
	18.1	21.4	19.8	19.1	14.8	16.7	19.6	19.8	22.4	5.7	22.3	10.9	20.0	20.2	18.7	17.9	9.5
Somewhat unsatisfied (2)	90	1	37	29	23	36	35	11	5	7	7	9	10	57	43	44	3
	17.5	4.8	20.7	18.1	14.4	19.3	17.2	14.4	20.9	20.0	17.4	12.3	21.1	17.8	17.7	17.1	19.2
Very unsatisfied (1)	65	3	21	30	12	12	21	20	5	5	1	11	6	41	30	28	7
	12.6	17.9	11.6	18.9	7.2	6.5	10.5	25.4	21.6	15.0	3.6	16.0	12.4	12.8	12.4	10.7	52.1
Don't know/refused	38	1	14	10	14	10	4	8	13	4	9	5	1	20	11	26	1
MEAN	3.22	3.23	3.13	2.99	3.52	3.40	3.28	2.82	2.71	3.30	3.44	3.35	3.23	3.15	3.19	3.31	2.01

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your approximate age?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====				SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5	
		/WK	/WK	/WK						ENG	SP	CHN									
BASE - ALL RESPONDENTS	553	105	189	42	162	93	264	114	26	512	20	20	224	21	361	148	176	86	67	61	553
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
18 years old (18)	1	-	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1
	0.2				0.6				3.8	0.2			0.5				0.6				0.2
19 to 24 years old (21)	14	3	7	-	3	6	4	3	1	12	2	-	10	1	6	6	4	4	-	-	14
	2.6	3.2	3.9		2.1	6.4	1.7	2.8	2.6	2.4	10.0		4.3	3.3	1.7	3.9	2.3	5.1			2.6
25 to 34 years old (29.5)	87	17	26	10	27	23	45	11	2	80	7	-	40	2	55	38	23	10	7	9	87
	15.8	16.0	13.7	23.9	16.9	24.5	17.0	9.2	6.4	15.7	35.0		18.0	9.8	15.2	25.7	13.0	12.1	10.8	14.7	15.8
35 to 44 years old (39.5)	107	14	30	9	38	20	34	28	9	99	6	2	44	3	61	32	27	20	14	10	107
	19.3	13.7	15.9	21.2	23.8	22.0	13.0	24.5	33.9	19.2	30.0	9.1	19.8	15.4	17.0	21.7	15.5	23.1	20.1	16.0	19.3
45 to 54 years old (49.5)	76	27	19	1	21	8	37	19	4	67	5	4	47	1	43	20	19	10	15	10	76
	13.8	25.6	10.3	3.2	12.7	8.2	14.2	16.9	14.1	13.2	25.0	18.2	21.0	3.3	11.9	13.7	10.5	11.9	21.8	16.0	13.8
55 to 64 years old (59.5)	91	17	29	5	28	9	41	23	6	87	-	4	41	5	57	23	33	15	9	12	91
	16.5	16.0	15.3	11.2	17.3	9.8	15.5	19.8	21.8	17.0		18.2	18.3	22.0	15.7	15.3	18.5	17.8	13.1	19.1	16.5
65 to 74 years old (69.5)	106	18	41	14	28	15	64	18	5	99	-	7	32	8	81	17	40	16	11	18	106
	19.2	17.5	21.9	32.4	17.2	15.9	24.2	15.8	17.4	19.3		36.4	14.1	39.8	22.6	11.7	22.9	18.4	16.1	29.3	19.2
75 years or older (82)	64	7	34	3	13	11	37	10	-	63	-	2	9	1	52	11	27	9	12	3	64
	11.6	6.8	18.0	8.0	8.2	11.9	14.0	8.6		12.2		9.1	4.0	6.5	14.4	7.6	15.5	10.1	18.1	5.0	11.6
Refused	6	1	2	-	2	1	1	3	-	4	-	2	-	-	5	1	2	1	-	-	6
	1.0	1.1	1.0		1.3	1.3	0.5	2.2		0.8		9.1			1.4	0.5	1.1	1.6			1.0
Average (Mean) Age (In Years)	52.9	51.3	55.9	52.8	50.8	48.6	55.3	52.4	48.5	53.3	36.7	61.8	48.5	57.3	55.1	47.4	56.1	52.1	55.7	54.3	52.9

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your approximate age?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	553	15	194	167	177	198	209	85	35	40	47	75	50	342	253	286	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
18 years old (18)	1	1	-	-	-	-	-	1	-	-	-	-	-	1	1	-	-
	0.2	6.6						1.2						0.3	0.4		
19 to 24 years old (21)	14	14	-	-	-	3	3	8	-	1	2	1	1	9	8	6	-
	2.6	93.4				1.5	1.3	9.9		3.4	4.3	0.9	1.4	2.8	3.3	2.1	
25 to 34 years old (29.5)	87	-	87	-	-	26	40	8	12	4	5	17	2	58	36	51	1
	15.8		45.1			13.3	19.2	9.3	33.5	10.2	11.6	22.9	4.8	17.1	14.3	17.8	4.6
35 to 44 years old (39.5)	107	-	107	-	-	25	46	24	7	3	7	5	7	85	56	47	4
	19.3		54.9			12.6	21.8	27.6	19.1	6.9	15.2	6.5	14.3	24.8	22.1	16.4	27.4
45 to 54 years old (49.5)	76	-	-	76	-	20	24	22	8	8	7	8	10	43	35	35	7
	13.8			45.6		9.9	11.6	25.2	23.9	19.6	14.5	10.8	20.7	12.7	13.8	12.1	45.2
55 to 64 years old (59.5)	91	-	-	91	-	41	29	13	3	5	4	17	7	58	44	46	1
	16.5			54.4		21.0	14.0	14.7	9.1	12.8	8.0	23.0	13.9	17.0	17.3	16.0	9.1
65 to 74 years old (69.5)	106	-	-	-	106	45	45	6	4	10	16	16	14	51	42	64	1
	19.2				60.3	22.6	21.4	6.6	12.4	24.3	34.8	20.8	28.3	14.9	16.5	22.4	4.6
75 years or older (82)	64	-	-	-	64	37	21	5	1	7	5	11	8	32	30	35	-
	11.6				36.5	18.5	10.1	5.6	1.9	18.0	11.6	15.1	16.7	9.4	11.8	12.1	
Refused	6	-	-	-	6	1	1	-	-	2	-	-	-	4	1	3	1
	1.0				3.3	0.7	0.6			4.7				1.1	0.5	1.1	9.1
Average (Mean) Age (In Years)	52.9	20.8	35.0	54.9	74.2	57.8	52.1	46.3	44.9	58.2	56.0	55.4	59.2	50.4	52.3	53.8	47.5

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your gender? Select one that best describes your current gender identity.

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - All Respondents	545	102	188	42	158	92	262	111	24	504	20	20	222	21	356	146	174	84	67	61	545	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Female	286	48	106	21	80	45	149	54	9	260	12	13	107	11	194	69	90	48	37	32	286	
	52.4	47.3	56.6	51.2	50.5	48.2	56.8	48.2	36.4	51.6	60.0	63.6	48.1	50.4	54.5	47.2	51.9	56.8	55.5	52.2	52.4	
Trans female	3	3	-	-	-	-	-	3	-	3	-	-	-	-	3	-	3	-	-	-	3	
	0.6	3.2						3.0		0.7					0.9		1.9				0.6	
Male	253	49	80	20	77	48	113	52	15	237	8	7	112	10	156	77	78	36	30	29	253	
	46.4	48.2	42.7	48.8	49.1	51.8	43.0	46.4	63.6	47.0	40.0	36.4	50.7	49.6	43.8	52.8	44.6	42.4	44.5	47.8	46.4	
Genderqueer/gender non-binary	3	1	1	-	1	-	1	3	-	3	-	-	3	-	3	-	3	1	-	-	3	
	0.6	1.3	0.7		0.4		0.3	2.4		0.7			1.2		0.8		1.6	0.8			0.6	
Don't know/refused	8	3	1	1	4	1	2	3	3	8	-	-	3	-	5	2	2	1	-	-	8	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your gender? Select one that best describes your current gender identity.

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	545	15	191	164	175	196	209	83	35	38	45	75	49	337	253	286	7
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Female	286	6	97	80	102	108	104	40	22	14	25	43	27	176	-	286	-
	52.4	38.9	51.1	48.8	58.3	55.3	49.5	48.6	63.7	37.7	55.6	57.4	55.5	52.1	-	100.0	-
Trans female	3	-	-	3	-	-	3	-	-	3	-	-	-	-	-	-	3
	0.6	-	-	2.0	-	-	1.6	-	-	8.7	-	-	-	-	-	-	49.5
Male	253	9	92	79	73	86	101	42	13	20	19	32	22	160	253	-	-
	46.4	61.1	48.2	47.9	41.7	44.0	48.2	50.6	36.3	51.8	42.9	42.6	44.5	47.3	100.0	-	-
Genderqueer/gender non-binary	3	-	1	2	-	1	1	1	-	1	1	-	-	2	-	-	3
	0.6	-	0.7	1.2	-	0.7	0.6	0.8	-	1.8	1.5	-	-	0.6	-	-	50.5
Don't know/refused	8	-	3	3	2	2	-	2	-	1	1	-	1	4	-	-	8

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What race and/or ethnicity do you identify with?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - All respondents	525	96	182	41	155	90	255	104	24	484	20	20	211	21	344	145	169	80	63	59	525	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
White	251	36	92	30	74	44	123	50	14	251	-	-	88	12	173	63	97	48	27	15	251	
	47.8	38.1	50.5	72.0	47.6	48.9	48.4	48.2	57.2	51.9			41.9	55.5	50.3	43.1	57.2	60.0	41.9	26.1	47.8	
Asian	183	31	65	7	62	24	88	45	8	163	-	20	78	9	128	49	40	30	33	26	183	
	34.9	32.5	35.5	18.1	40.0	26.1	34.6	43.0	34.8	33.6		100.0	37.2	44.5	37.4	33.9	23.5	37.4	52.0	44.4	34.9	
Hispanic, Latina, Latino, or Latinx	68	11	23	5	19	16	31	7	4	48	20	-	31	-	35	29	18	5	6	9	68	
	12.9	11.7	12.8	12.3	12.4	17.9	12.3	6.8	17.1	9.8	100.0		14.9		10.3	20.2	10.8	6.3	9.6	15.5	12.9	
Black or African American	41	12	10	1	12	11	19	4	3	41	-	-	16	-	25	13	14	2	2	7	41	
	7.9	12.7	5.3	3.3	8.0	11.9	7.3	3.5	10.7	8.6			7.5		7.2	9.2	8.1	3.0	3.5	12.5	7.9	
Native American	13	7	3	-	3	1	6	5	-	13	-	-	6	-	9	3	9	-	-	1	13	
	2.5	6.9	1.5		1.7	1.5	2.4	4.5		2.8			2.9		2.5	1.9	5.5			2.3	2.5	
Middle Eastern or North African	5	2	-	-	1	1	1	-	-	5	-	-	3	-	1	1	2	1	-	1	5	
	0.9	2.1			0.4	1.5	0.5			1.0			1.3		0.4	0.9	1.2	0.8		1.2	0.9	
Pacific Islander	4	1	2	-	-	-	2	1	-	4	-	-	2	-	4	1	1	-	-	1	4	
	0.7	1.3	1.3				0.9	1.1		0.7			1.1		1.0	0.8	0.7			2.0	0.7	
Don't know/refused	28	9	7	1	7	3	9	9	3	28	-	-	13	-	18	3	7	5	4	3	28	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What race and/or ethnicity do you identify with?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			OTHER/ BLNK
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	
BASE - All respondents	525	15	183	156	170	188	201	80	34	37	43	74	49	323	241	276	8
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
White	251	8	76	67	100	104	92	40	5	15	17	29	24	166	128	120	3
	47.8	51.2	41.3	43.1	58.9	55.3	46.0	49.7	15.0	40.5	39.0	39.6	49.8	51.4	53.0	43.5	42.2
Asian	183	5	76	53	50	54	82	20	17	10	7	22	17	127	68	114	1
	34.9	33.3	41.2	33.8	29.3	28.8	40.6	25.5	49.2	27.4	17.4	29.5	34.5	39.4	28.3	41.2	16.7
Hispanic, Latina, Latino, or Latinx	68	4	34	17	12	12	22	18	13	3	17	14	5	28	32	35	-
	12.9	26.6	18.8	11.0	7.2	6.5	11.1	22.8	38.7	8.2	40.3	19.2	10.4	8.8	13.5	12.8	-
Black or African American	41	-	13	15	14	22	12	4	-	8	1	7	4	22	25	15	1
	7.9	-	7.3	9.3	8.0	11.8	5.9	4.5	-	20.3	2.8	10.0	7.4	6.8	10.6	5.3	16.7
Native American	13	-	5	6	3	7	5	1	-	6	1	5	1	-	4	6	3
	2.5	-	2.5	3.8	1.6	3.9	2.3	1.7	-	16.3	3.2	6.3	2.8	-	1.7	2.2	41.1
Middle Eastern or North African	5	2	1	1	-	1	1	3	-	1	-	1	-	3	3	1	-
	0.9	13.3	0.7	0.9	-	0.4	0.3	4.2	-	1.8	-	1.8	-	0.8	1.4	0.5	-
Pacific Islander	4	-	-	2	1	2	1	-	-	-	1	-	-	2	1	2	-
	0.7	-	-	1.5	0.7	1.3	0.6	-	-	-	2.8	-	-	0.7	0.5	0.9	-
Don't know/refused	28	-	11	11	7	9	8	5	1	3	4	1	1	19	12	9	7

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is the approximate annual income of everyone in your household?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK			ENG	SP	CHN													
BASE - ALL RESPONDENTS	466	80	165	38	141	77	234	94	20	439	20	7	198	16	308	139	145	77	56	49	466	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Under \$10,000 (\$5,000)	13	3	3	1	3	3	5	1	2	13	-	-	3	-	8	7	5	1	-	-	13	
	2.8	4.0	2.1	3.6	1.9	3.3	2.2	0.7	12.0	3.0			1.3		2.6	5.2	3.2	1.8			2.8	
\$10,000 to \$25,000 (\$17,500)	26	6	10	2	7	5	15	6	-	22	2	2	9	3	20	5	14	3	1	4	26	
	5.7	7.3	6.2	6.2	5.2	5.9	6.6	6.1		5.1	10.0	25.0	4.5	19.6	6.5	3.6	9.4	3.5	1.2	8.7	5.7	
\$25,001 to \$35,000 (\$30,000.5)	25	5	12	3	5	7	11	6	-	14	9	2	12	3	16	10	10	1	3	1	25	
	5.3	6.1	7.2	7.1	3.6	9.2	4.8	6.7		3.1	45.0	25.0	5.8	15.4	5.3	7.5	7.0	0.9	4.5	1.4	5.3	
\$35,001 to \$45,000 (\$40,000.5)	22	7	9	1	3	3	12	6	-	18	4	-	13	1	16	8	8	1	3	2	22	
	4.8	9.3	5.7	3.6	2.2	3.5	5.2	6.7		4.1	20.0		6.8	4.1	5.1	5.8	5.2	1.8	6.0	3.5	4.8	
\$45,001 to \$75,000 (\$60,000.5)	75	21	32	1	14	10	45	11	2	68	5	2	37	2	47	21	28	10	7	9	75	
	16.1	25.7	19.6	1.8	10.0	12.7	19.3	11.6	9.6	15.6	25.0	25.0	18.6	12.4	15.1	15.0	19.4	13.0	12.4	18.8	16.1	
\$75,001 to \$100,000 (\$87,500.5)	50	16	20	1	12	9	24	14	2	50	-	-	25	1	35	13	11	9	5	11	50	
	10.7	19.5	11.9	3.6	8.2	11.0	10.4	14.5	9.4	11.4			12.6	8.3	11.4	9.3	7.7	12.1	9.4	23.0	10.7	
\$100,001 to \$150,000 (\$125,000.5)	82	8	26	11	30	15	45	11	4	80	-	2	34	1	56	19	20	19	12	12	82	
	17.5	10.6	15.7	28.8	21.5	19.5	19.4	11.9	21.5	18.2		25.0	17.0	4.1	18.0	13.5	13.5	25.0	21.5	24.4	17.5	
\$150,001 to \$200,000 (\$175,000.5)	47	3	14	7	15	5	26	8	1	47	-	-	16	2	30	10	19	7	6	5	47	
	10.0	4.0	8.6	19.4	10.7	5.9	11.3	8.9	3.5	10.6			8.1	11.3	9.6	7.2	13.0	9.2	10.9	9.4	10.0	
\$200,000 or more (\$250,000)	127	11	38	10	52	22	49	31	9	127	-	-	50	4	81	46	31	25	19	5	127	
	27.1	13.5	23.0	26.1	36.8	28.9	20.9	32.8	44.0	28.8			25.2	24.8	26.2	32.8	21.5	32.7	34.1	10.9	27.1	
Refused	87	25	24	4	21	16	30	20	7	74	-	13	26	4	53	9	31	9	11	13	87	
	18.6	30.8	14.4	10.6	14.6	20.4	13.0	21.7	34.4	16.8		175.0	13.4	26.7	17.1	6.2	21.3	11.2	20.2	26.1	18.6	
Average Household Income	130889.5	93488.0	120046.7	144278.5	153640.4	129682.9	121648.2	138003.4	157561.8	136399.9	38250.5	58125.4	126045.4	111306.5	128961.0	134028.1	117809.6	149334.4	150785.8	108782.5	130889.5	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is the approximate annual income of everyone in your household?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	466	11	178	137	141	170	184	71	30	40	47	75	50	255	220	237	9
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Under \$10,000 (\$5,000)	13	-	4	5	4	8	1	3	-	13	-	-	-	-	2	10	1
	2.8		2.3	4.0	2.7	4.7	0.4	4.6		33.5					0.9	4.2	14.3
\$10,000 to \$25,000 (\$17,500)	26	1	3	7	15	16	8	1	1	26	-	-	-	-	18	4	4
	5.7	12.6	1.5	5.4	10.6	9.6	4.1	1.0	3.4	66.5					8.2	1.9	42.5
\$25,001 to \$35,000 (\$30,000.5)	25	1	7	4	12	11	2	6	5	-	25	-	-	-	8	16	1
	5.3	9.5	4.2	3.1	8.4	6.6	1.3	8.4	16.9		52.5				3.7	6.6	7.2
\$35,001 to \$45,000 (\$40,000.5)	22	1	5	6	10	13	3	4	3	-	22	-	-	-	11	9	1
	4.8	9.5	2.8	4.6	7.0	7.4	1.5	5.7	9.6		47.5				5.2	4.0	14.3
\$45,001 to \$75,000 (\$60,000.5)	75	1	22	25	27	44	16	7	7	-	-	75	-	-	32	43	-
	16.1	6.4	12.4	18.6	19.2	25.7	8.7	10.3	22.0			100.0			14.6	18.2	
\$75,001 to \$100,000 (\$87,500.5)	50	1	9	17	22	19	21	7	2	-	-	-	50	-	22	27	1
	10.7	6.4	5.3	12.6	15.9	10.9	11.5	10.1	5.7				100.0		9.8	11.4	14.5
\$100,001 to \$150,000 (\$125,000.5)	82	1	40	20	21	24	38	10	7	-	-	-	-	82	32	49	1
	17.5	6.4	22.5	14.8	14.7	14.3	20.8	14.4	24.9					32.1	14.7	20.6	7.2
\$150,001 to \$200,000 (\$175,000.5)	47	3	15	16	13	11	22	10	2	-	-	-	-	47	23	24	-
	10.0	23.8	8.6	11.7	9.0	6.4	12.0	14.9	6.2					18.3	10.4	10.1	
\$200,000 or more (\$250,000)	127	3	72	35	18	25	73	22	3	-	-	-	-	127	72	55	-
	27.1	25.4	40.2	25.2	12.5	14.4	39.7	30.6	11.3					49.7	32.7	23.0	
Refused	87	5	16	31	36	27	25	15	5	-	-	-	-	87	33	48	5
	18.6	42.8	8.9	22.3	25.3	16.0	13.7	21.1	18.1					34.0	14.9	20.5	57.3
Average Household Income	130889.5	131443.1	158787.2	128128.1	98264.1	96979.7	163356.7	140858.7	97957.2	13317.8	34748.9	60000.5	87500.5	196210.0	140247.3	125910.0	37727.3

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How many people are in your household?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - ALL RESPONDENTS	527	100	180	40	155	89	255	109	21	489	20	19	218	21	340	139	172	82	67	59	527	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1	198	45	74	13	45	29	102	42	4	192	-	6	84	8	120	51	81	31	12	19	198	
	37.5	44.6	41.4	33.8	28.9	32.8	39.8	38.6	20.2	39.3		30.0	38.3	40.7	35.2	36.9	47.5	37.6	17.3	32.8	37.5	
2	209	32	72	18	71	38	101	45	9	204	1	4	81	5	148	53	70	29	37	18	209	
	39.6	32.2	39.8	46.6	45.6	42.2	39.7	41.1	42.8	41.8	5.0	20.0	37.1	25.2	43.4	38.0	40.8	35.4	54.5	31.2	39.6	
3	38	8	8	5	12	5	17	8	3	36	2	-	19	1	20	10	6	8	8	6	38	
	7.2	7.8	4.6	12.0	7.8	5.3	6.5	7.6	15.3	7.4	10.0		8.6	6.5	5.9	6.9	3.6	9.3	12.3	9.5	7.2	
4	47	6	15	-	17	11	19	7	2	38	6	4	15	4	29	16	7	7	8	6	47	
	9.0	6.1	8.6		11.0	12.1	7.4	6.5	8.0	7.7	30.0	20.0	6.9	18.7	8.7	11.7	4.2	8.1	12.1	10.9	9.0	
5	21	6	5	1	8	5	10	4	1	12	6	4	11	2	13	5	6	5	1	5	21	
	4.1	6.4	2.5	2.5	5.0	5.7	3.8	3.6	4.8	2.4	30.0	20.0	5.2	8.9	3.9	3.6	3.3	6.4	1.0	8.0	4.1	
6	7	2	2	2	1	1	3	1	2	2	3	2	4	-	7	2	1	-	-	4	7	
	1.3	1.9	1.0	5.1	0.7	1.1	1.1	0.9	8.8	0.4	15.0	10.0	1.7		2.0	1.5	0.6			6.3	1.3	
7 or more	7	1	4	-	2	1	4	2	-	5	2	-	5	-	4	2	-	3	2	1	7	
	1.3	1.0	2.1		1.1	0.8	1.5	1.7		1.0	10.0		2.2		1.0	1.5		3.1	2.8	1.2	1.3	
Refused	26	5	9	3	7	4	9	4	5	24	-	2	6	-	21	9	5	4	-	3	26	
	4.8	5.1	4.8	6.8	4.2	4.4	3.7	4.0	25.6	4.9		10.0	2.8		6.1	6.2	2.7	5.0		4.3	4.8	
MEAN	2.2	2.1	2.1	2.1	2.3	2.4	2.1	2.0	2.6	2.0	4.7	3.1	2.2	2.3	2.2	2.2	1.8	2.5	2.4	2.5	2.2	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How many people are in your household?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	527	15	187	160	165	198	209	85	35	38	47	74	49	321	242	275	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1	198	3	51	61	83	198	-	-	-	24	24	44	19	87	86	108	3
	37.5	20.1	27.4	38.1	50.0	100.0				65.0	50.8	59.5	38.2	27.2	35.6	39.4	31.5
2	209	3	86	54	67	-	209	-	-	8	5	16	21	159	101	104	5
	39.6	17.8	45.8	33.4	40.6		100.0			21.9	10.9	21.7	43.7	49.4	41.7	37.7	43.3
3	38	2	13	18	6	-	-	38	-	2	2	2	5	28	19	19	-
	7.2	12.2	6.8	11.0	3.5			44.5		5.4	4.3	2.3	9.7	8.6	8.0	6.8	
4	47	8	19	16	5	-	-	47	-	2	8	6	2	30	23	22	3
	9.0	49.9	10.1	10.3	2.8			55.5		5.0	17.0	7.6	4.9	9.2	9.4	8.0	25.2
5	21	-	13	6	3	-	-	-	21	-	6	4	2	10	9	13	-
	4.1		6.8	3.9	1.5				60.8		12.6	5.3	3.5	3.1	3.7	4.6	
6	7	-	3	4	-	-	-	-	7	1	2	-	-	4	1	6	-
	1.3		1.6	2.3					19.1	2.7	4.3			1.2	0.4	2.1	
7 or more	7	-	3	2	3	-	-	-	7	-	-	3	-	4	3	4	-
	1.3		1.5	1.1	1.5				20.1			3.7		1.4	1.2	1.5	
Refused	26	-	7	7	12	-	-	-	-	2	-	2	1	20	11	11	4
	4.8		3.8	4.3	7.0					5.4		2.3	2.8	6.4	4.4	3.9	37.6
MEAN	2.2	2.9	2.3	2.2	1.9	1.0	2.0	3.6	6.4	1.6	2.4	1.9	1.9	2.3	2.1	2.2	2.2

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

For statistical purposes only, what is your home zip code?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - ALL RESPONDENTS	539	102	183	42	159	93	258	110	24	502	20	17	218	21	354	148	176	86	67	61	539	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
94102	31	13	8	3	6	3	16	10	1	30	1	-	18	2	24	-	31	-	-	-	31	
	5.7	13.2	4.6	6.1	4.0	3.6	6.4	9.4	2.9	5.9	5.0	-	8.1	8.9	6.8	-	17.5	-	-	-	5.7	
94103	26	5	8	2	5	6	12	3	-	17	8	-	10	1	12	26	-	-	-	-	26	
	4.7	4.7	4.2	5.7	3.2	6.2	4.5	2.3	-	3.5	40.0	-	4.7	3.3	3.4	17.3	-	-	-	-	4.7	
94104	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	1	-	-	-	1	
	0.1	-	0.4	-	-	-	0.3	-	-	0.1	-	-	-	-	0.2	-	0.4	-	-	-	0.1	
94105	16	-	7	1	4	6	3	4	-	16	-	-	7	-	13	16	-	-	-	-	16	
	2.9	-	3.8	3.2	2.8	6.9	1.0	3.4	-	3.1	-	-	3.2	-	3.6	10.6	-	-	-	-	2.9	
94106	1	1	-	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-	1	
	0.2	1.0	-	-	-	-	0.4	-	-	0.2	-	-	0.5	-	-	0.7	-	-	-	-	0.2	
94107	21	1	7	1	12	3	10	4	5	21	-	-	6	-	17	21	-	-	-	-	21	
	4.0	1.3	3.8	1.6	7.3	2.7	3.8	3.2	19.9	4.3	-	-	2.8	-	4.8	14.5	-	-	-	-	4.0	
94108	10	1	6	2	-	1	8	-	-	9	1	-	4	2	6	-	10	-	-	-	10	
	1.8	1.0	3.5	4.1	-	1.5	3.0	-	-	1.8	5.0	-	1.8	8.9	1.7	-	5.6	-	-	-	1.8	
94109	46	12	19	1	10	7	23	10	1	46	-	-	18	-	31	-	46	-	-	-	46	
	8.5	11.5	10.6	1.6	6.0	7.5	9.0	8.8	5.7	9.1	-	-	8.2	-	8.8	-	25.9	-	-	-	8.5	
94110	51	11	13	5	16	7	26	10	3	46	5	-	20	2	31	51	-	-	-	-	51	
	9.4	10.5	6.9	11.8	10.3	7.1	9.9	9.1	10.7	9.1	25.0	-	9.1	9.8	8.8	34.3	-	-	-	-	9.4	
94111	9	2	5	-	2	1	6	1	1	7	2	-	4	1	5	-	9	-	-	-	9	
	1.7	1.7	2.7	-	1.5	1.1	2.2	1.2	4.3	1.4	10.0	-	2.0	3.3	1.3	-	5.1	-	-	-	1.7	
94112	28	5	7	1	9	2	16	4	1	25	1	2	12	1	14	-	-	-	-	28	28	
	5.3	4.8	3.9	3.3	6.0	2.2	6.1	3.4	5.7	5.1	5.0	11.1	5.6	3.3	4.0	-	-	-	-	46.1	5.3	
94114	21	6	7	1	7	5	8	4	4	21	-	-	8	1	18	21	-	-	-	-	21	
	4.0	5.5	4.1	3.3	4.3	5.7	3.2	3.7	15.8	4.2	-	-	3.5	3.3	4.9	14.4	-	-	-	-	4.0	
94115	23	5	10	2	6	8	12	3	1	23	-	-	12	1	17	-	23	-	-	-	23	
	4.3	5.2	5.5	4.9	3.8	8.2	4.6	2.9	2.9	4.7	-	-	5.3	3.3	4.9	-	13.3	-	-	-	4.3	
94116	28	5	12	-	7	1	14	8	-	23	-	6	9	2	19	-	-	-	28	-	28	
	5.2	4.5	6.8	-	4.3	1.1	5.6	7.5	-	4.5	-	33.3	4.0	8.9	5.5	-	-	-	41.7	-	5.2	
94117	20	6	7	4	3	4	10	6	-	20	-	-	11	-	12	-	20	-	-	-	20	
	3.8	5.7	4.1	9.8	1.9	4.4	3.9	5.6	-	4.1	-	-	5.1	-	3.4	-	11.6	-	-	-	3.8	
94118	27	5	11	3	7	4	11	10	1	27	-	-	17	-	15	-	-	27	-	-	27	
	5.0	4.5	6.0	8.1	4.2	4.2	4.3	8.9	2.9	5.4	-	-	7.8	-	4.3	-	-	31.4	-	-	5.0	
94121	27	3	10	4	7	5	13	6	-	27	-	-	8	1	18	-	-	27	-	-	27	
	5.0	2.7	5.5	9.8	4.4	5.7	5.0	5.1	-	5.3	-	-	3.6	3.3	5.0	-	-	31.2	-	-	5.0	
94122	31	5	10	3	11	4	14	9	1	31	-	-	11	-	22	-	-	31	-	-	31	
	5.7	5.0	5.5	6.1	6.9	4.4	5.6	8.0	5.7	6.1	-	-	4.9	-	6.3	-	-	35.7	-	-	5.7	
94123	23	1	8	2	8	3	13	1	1	23	-	-	7	2	13	-	23	-	-	-	23	
	4.3	0.7	4.3	4.9	4.9	3.3	4.9	1.2	5.7	4.6	-	-	3.3	9.8	3.7	-	13.0	-	-	-	4.3	
94124	17	2	5	-	9	3	4	7	2	15	-	2	8	3	9	-	-	-	-	17	17	
	3.2	1.8	2.7	-	5.4	3.3	1.5	6.0	7.8	3.0	-	11.1	3.9	12.2	2.5	-	-	-	-	27.7	3.2	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

For statistical purposes only, what is your home zip code?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC. =====					SURVEY			TRIP PURPOSE =====			ZONE =====					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
94127	9 1.7	1 0.7	2 1.1	1 1.6	6 3.6	1 0.7	8 3.0	1 0.6	-	9 1.8	-	-	2 0.9	1 3.3	8 2.2	-	-	-	9 13.6	-	9 1.7	
94129	1 0.3	-	1 0.4	-	-	-	1 0.3	-	-	1 0.3	-	-	-	-	1 0.2	-	-	1 1.6	-	-	1 0.3	
94130	1 0.1	-	-	-	-	-	-	-	-	1 0.1	-	-	-	-	-	-	-	-	-	1 1.1	1 0.1	
94131	25 4.6	3 2.5	9 4.8	2 4.9	10 6.4	8 9.1	7 2.9	5 4.8	2 10.0	25 5.0	-	-	8 3.7	1 3.3	19 5.5	-	-	-	25 37.0	-	25 4.6	
94132	5 1.0	3 2.5	1 0.7	1 1.6	1 0.4	1 1.5	1 0.5	3 2.3	-	5 1.0	-	-	3 1.2	-	3 0.8	-	-	-	5 7.8	-	5 1.0	
94133	13 2.5	3 3.0	1 0.4	3 6.1	6 3.6	4 4.7	8 2.9	-	-	12 2.3	-	2 11.1	4 2.0	1 6.5	10 2.7	-	13 7.6	-	-	-	13 2.5	
94134	14 2.6	4 4.3	2 1.0	-	5 3.0	-	10 4.0	1 0.6	-	8 1.7	-	6 33.3	7 3.1	2 8.9	9 2.6	-	-	-	-	14 22.9	14 2.6	
94158	12 2.3	2 1.7	5 2.8	1 1.6	3 1.8	5 5.1	4 1.4	2 1.8	-	10 2.0	2 10.0	-	4 1.6	-	9 2.4	12 8.2	-	-	-	-	12 2.3	
94188	1 0.3	-	-	-	-	-	-	-	-	1 0.3	-	-	-	-	-	-	-	-	-	1 2.2	1 0.3	
Refuse	14	3	6	1	3	-	6	4	3	11	-	4	7	-	7	-	-	-	-	-	14	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

For statistical purposes only, what is your home zip code?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			OTHER/ BLNK
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	
BASE - ALL RESPONDENTS	539	15	190	164	169	194	207	82	35	40	47	75	50	327	250	277	12
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
94102	31	-	13	11	7	16	12	1	1	7	7	5	-	12	9	17	5
	5.7		6.9	6.6	4.1	8.3	5.6	1.6	2.9	16.9	14.5	6.9		3.7	3.8	6.0	38.5
94103	26	1	12	12	1	12	2	6	5	1	10	4	1	10	12	13	1
	4.7	4.5	6.2	7.1	0.8	6.2	0.8	7.4	14.3	3.4	21.0	5.2	1.4	3.0	5.0	4.5	5.6
94104	1	-	-	-	1	-	1	-	-	-	-	-	-	1	1	-	-
	0.1				0.4		0.3							0.2	0.3		
94105	16	-	11	3	1	5	7	-	-	1	-	-	2	13	8	7	-
	2.9		6.0	1.9	0.8	2.6	3.6			3.4			3.7	3.8	3.3	2.7	
94106	1	-	-	1	-	-	-	-	-	-	-	-	-	1	1	-	-
	0.2			0.6										0.3	0.4		
94107	21	-	11	7	4	2	14	2	1	4	1	1	1	15	12	8	1
	4.0		5.7	4.1	2.2	1.2	6.6	2.3	2.9	9.0	1.5	1.3	1.4	4.7	4.7	3.0	11.1
94108	10	-	2	3	6	7	-	-	3	2	4	1	1	2	5	4	1
	1.8		0.9	1.5	3.3	3.6			8.1	4.7	7.6	1.3	2.7	0.6	2.2	1.4	5.6
94109	46	1	8	14	22	28	15	1	-	5	1	10	4	26	23	22	1
	8.5	8.9	4.2	8.5	13.3	14.6	7.4	1.7		11.6	2.9	13.8	7.8	7.8	9.2	8.0	5.6
94110	51	5	20	12	13	20	19	9	2	4	7	10	4	25	26	25	-
	9.4	33.3	10.8	7.5	7.6	10.2	9.1	11.3	5.7	10.6	15.9	13.3	8.8	7.5	10.3	9.0	
94111	9	2	1	2	4	3	2	3	1	-	2	2	-	5	3	6	-
	1.7	13.3	0.4	1.4	2.3	1.7	1.0	3.3	2.9		4.3	2.5		1.6	1.4	2.0	
94112	28	-	10	7	12	9	11	7	2	1	2	2	6	18	12	16	-
	5.3		5.1	4.2	6.9	4.4	5.2	8.7	5.3	2.6	3.6	2.5	12.2	5.4	4.9	5.8	
94114	21	-	4	7	10	10	7	4	-	2	1	3	4	12	12	10	-
	4.0		2.1	4.3	6.0	5.1	3.3	4.8		4.7	1.5	4.3	7.8	3.5	4.7	3.4	
94115	23	-	4	7	13	9	13	-	-	2	1	4	2	15	8	15	-
	4.3		2.0	4.2	7.6	4.5	6.2			4.7	1.5	5.4	3.8	4.6	3.2	5.6	
94116	28	-	7	12	9	3	14	10	2	-	2	4	1	21	10	18	-
	5.2		3.6	7.3	5.5	1.3	6.6	12.2	5.3		4.0	5.6	1.4	6.5	3.9	6.7	
94117	20	1	8	6	6	8	9	3	-	-	3	4	1	12	10	8	2
	3.8	4.5	4.1	3.5	3.6	4.0	4.1	4.2			7.3	5.0	2.7	3.6	4.1	3.0	16.7
94118	27	1	15	8	3	13	8	3	3	1	1	3	5	17	15	12	-
	5.0	4.5	7.9	5.2	1.6	6.7	4.1	3.3	7.7	1.7	1.5	4.3	10.2	5.3	6.0	4.3	
94121	27	4	4	4	14	8	8	7	2	1	1	1	2	21	11	14	2
	5.0	24.4	2.3	2.7	8.4	4.2	3.7	8.7	5.3	3.4	2.9	1.8	3.4	6.4	4.4	5.0	16.7
94122	31	-	11	12	8	10	12	4	3	2	-	5	3	21	10	21	-
	5.7		5.6	7.2	4.8	4.9	5.9	5.4	7.2	5.1		7.2	5.1	6.3	3.9	7.6	
94123	23	1	10	7	5	8	12	2	-	1	-	1	2	18	14	9	-
	4.3	6.6	5.1	4.1	3.2	4.2	5.8	2.5		3.4		1.8	4.1	5.6	5.8	3.1	
94124	17	-	6	6	5	3	5	4	5	1	-	2	4	9	10	7	-
	3.2		3.2	3.6	2.9	1.6	2.2	4.8	13.4	3.4		2.9	8.2	2.9	4.2	2.4	
94127	9	-	1	3	5	2	6	1	-	1	2	-	2	5	7	3	-
	1.7		0.4	2.0	3.1	1.1	2.8	1.7		1.7	4.3		3.7	1.4	2.6	0.9	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

For statistical purposes only, what is your home zip code?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
94129	1 0.3	-	-	1 0.4	1 0.4	-	1 0.3	-	1 1.9	-	-	-	-	1 0.4	-	1 0.5	-
94130	1 0.1	-	-	1 0.4	-	-	-	-	1 1.9	-	-	1 0.9	-	-	-	1 0.2	-
94131	25 4.6	-	13 6.7	6 3.5	6 3.8	5 2.3	15 7.4	5 6.2	-	-	2 4.3	1 1.8	1 2.7	20 6.2	11 4.4	14 5.0	-
94132	5 1.0	-	1 0.4	3 1.5	2 1.2	3 1.3	2 1.0	-	1 1.9	-	-	1 1.8	1 2.7	3 0.8	3 1.1	3 0.9	-
94133	13 2.5	-	6 2.9	2 1.2	6 3.4	2 1.1	7 3.4	3 3.1	2 5.3	2 4.7	-	1 0.9	1 1.4	10 3.1	3 1.3	10 3.7	-
94134	14 2.6	-	3 1.6	7 4.0	4 2.6	6 3.2	3 1.5	1 1.2	2 5.3	2 4.7	1 1.5	3 4.1	1 2.0	7 2.3	5 2.2	9 3.1	-
94158	12 2.3	-	11 6.0	1 0.4	-	2 1.0	4 2.1	5 5.8	1 2.9	-	-	3 3.6	1 2.7	8 2.5	6 2.4	6 2.2	-
94188	1 0.3	-	-	1 0.8	-	1 0.7	-	-	-	-	-	1 1.8	-	-	1 0.5	-	-
Refuse	14	-	4	3	8	3	2	3	-	-	-	-	-	14	3	9	3

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK						ENG	SP	CHN										
BASE - ALL RESPONDENTS	553	105	189	42	162	93	264	114	26	512	20	20	224	21	361	148	176	86	67	61	553	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ZONE 1	148	25	47	11	47	31	62	26	11	133	15	-	55	3	99	148	-	-	-	-	148	
	26.7	23.9	24.8	26.8	29.2	33.7	23.5	22.8	41.7	25.9	75.0		24.7	16.3	27.3	100.0					26.7	
ZONE 2	176	43	66	16	41	32	96	32	5	170	4	2	78	8	118	-	176	-	-	-	176	
	31.9	40.6	34.9	36.8	25.4	34.3	36.4	28.1	19.3	33.2	20.0	9.1	34.8	40.7	32.8		100.0				31.9	
ZONE 3	86	12	32	10	25	13	39	24	2	86	-	-	35	1	56	-	-	86	-	-	86	
	15.5	11.8	16.8	23.6	15.2	14.2	14.8	21.3	7.7	16.8			15.8	3.3	15.4			100.0			15.5	
ZONE 4	67	10	25	3	23	12	31	17	2	62	-	6	21	3	49	-	-	-	67	-	67	
	12.2	9.8	13.0	8.0	14.4	12.4	11.7	14.7	9.0	12.1		27.3	9.5	15.4	13.6				100.0		12.2	
ZONE 5	61	11	14	1	23	5	30	11	3	51	1	9	27	5	32	-	-	-	-	61	61	
	11.1	10.6	7.4	3.2	14.1	5.5	11.3	9.7	12.2	10.0	5.0	45.5	12.2	24.3	8.9					100.0	11.1	
REFUSED	14	3	6	1	3	-	6	4	3	11	-	4	7	-	7	-	-	-	-	-	14	
	2.6	3.2	3.1	1.6	1.7		2.2	3.4	10.2	2.1		18.2	2.9		2.0						2.6	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	553	15	194	167	177	198	209	85	35	40	47	75	50	342	253	286	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ZONE 1	148	6	70	43	29	51	53	26	9	12	19	21	13	83	77	69	2
	26.7	37.8	36.1	25.6	16.6	25.9	25.3	30.3	25.8	31.2	39.8	27.7	25.8	24.3	30.5	24.1	13.7
ZONE 2	176	5	50	51	70	81	70	13	7	18	18	28	11	101	78	90	8
	31.9	33.4	25.9	30.6	39.5	41.2	33.5	15.7	19.1	46.1	38.1	37.5	22.5	29.5	30.8	31.7	54.4
ZONE 3	86	4	30	25	26	31	29	14	8	4	2	10	9	60	36	48	2
	15.5	28.9	15.5	15.2	14.6	15.5	13.9	16.7	22.0	10.3	4.4	13.3	18.7	17.7	14.2	16.8	13.7
ZONE 4	67	-	21	24	23	12	37	16	3	1	6	7	5	49	30	37	-
	12.2		10.7	14.1	13.1	5.9	17.6	19.2	7.2	1.7	12.7	9.2	10.6	14.2	11.9	13.1	
ZONE 5	61	-	19	22	21	19	18	12	9	4	2	9	11	34	29	32	-
	11.1		9.7	12.9	11.9	9.8	8.8	14.1	25.8	10.7	5.1	12.2	22.4	10.1	11.6	11.2	
REFUSED	14	-	4	3	8	3	2	3	-	-	-	-	-	14	3	9	3
	2.6		2.0	1.6	4.4	1.6	1.0	4.0						4.2	1.1	3.1	18.2

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				ENG	SP	CHN												
BASE - ALL RESPONDENTS	553	105	189	42	162	93	264	114	26	512	20	20	224	21	361	148	176	86	67	61	553	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
English	512	99	179	39	146	84	244	109	26	512	-	-	208	15	340	133	170	86	62	51	512	
	92.6	94.4	94.8	92.8	90.5	90.2	92.3	95.8	100.0	100.0			92.6	73.3	94.1	89.7	96.6	100.0	91.7	83.2	92.6	
Spanish	20	4	6	3	6	9	9	1	-	-	20	-	11	-	10	15	4	-	-	1	20	
	3.7	3.9	3.2	7.2	3.8	9.8	3.4	0.9			100.0		5.0		2.8	10.3	2.3			1.7	3.7	
Cantonese	20	2	4	-	9	-	11	4	-	-	-	20	6	6	11	-	2	-	6	9	20	
	3.7	1.8	2.0		5.7		4.2	3.3				100.0	2.5	26.7	3.1		1.1		8.3	15.1	3.7	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	553	15	194	167	177	198	209	85	35	40	47	75	50	342	253	286	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
English	512	13	179	155	165	192	204	74	19	36	32	68	50	327	237	260	15
	92.6	86.7	92.3	92.5	93.7	97.2	97.7	86.2	52.7	90.2	67.9	90.8	100.0	95.6	93.9	91.2	100.0
Spanish	20	2	13	5	-	-	1	8	11	2	13	5	-	-	8	12	-
	3.7	13.3	6.8	3.0			0.5	9.5	31.5	5.1	28.2	6.7			3.2	4.3	
Cantonese	20	-	2	7	11	6	4	4	6	2	2	2	-	15	7	13	-
	3.7		1.0	4.4	6.3	2.8	1.8	4.4	15.8	4.7	4.0	2.5		4.4	2.9	4.6	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

SOURCE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	LANGUAGE		WORK/SCHL	PERS. BUS	OTHER	1	2	3	4	5		
		/WK	/WK	/WK				SP	CHN													
BASE - ALL RESPONDENTS	553	105	189	42	162	93	264	114	26	512	20	20	224	21	361	148	176	86	67	61	553	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Telephone Interview	311	43	65	23	124	71	137	39	9	271	20	20	106	18	170	100	97	37	30	43	311	
	56.3	41.0	34.7	55.1	76.8	76.6	51.9	33.9	34.1	52.8	100.0	100.0	47.2	86.9	47.0	67.4	55.3	43.3	44.4	69.6	56.3	
Online interview	242	62	123	19	37	22	127	75	17	242	-	-	118	3	191	48	79	49	37	19	242	
	43.7	59.0	65.3	44.9	23.2	23.4	48.1	66.1	65.9	47.2			52.8	13.1	53.0	32.6	44.7	56.7	55.6	30.4	43.7	

2024 SAN FRANCISCO MUNI RIDERSHIP SURVEY

SOURCE

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	553	15	194	167	177	198	209	85	35	40	47	75	50	342	253	286	15
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Telephone Interview	311	12	150	84	65	105	117	57	23	28	29	38	18	198	149	155	7
	56.3	78.9	77.5	50.2	36.9	53.0	55.9	67.1	66.0	71.4	61.5	51.1	35.1	58.1	59.1	54.4	45.3
Online interview	242	3	44	83	111	93	92	28	12	11	18	37	32	143	103	130	8
	43.7	21.1	22.5	49.8	63.1	47.0	44.1	32.9	34.0	28.6	38.5	48.9	64.9	41.9	40.9	45.6	54.7