S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2015

EXECUTIVE SUMMARY, KEY FINDINGS, TOPLINE DATA (MARGINALS) AND CROSSTABULATED TABLES

prepared for

S.F. MUNICIPAL TRANSPORTATION AGENCY

compiled by

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EXECUTIVE SUMMARY
Ridership Survey 2015 - S.F. Municipal Transportation Agency

BACKGROUND

This project was a telephone survey conducted among adult San Francisco residents who had used Muni in the past six months. A total of 568 interviews were conducted during the period June 16, 2015 to August 3, 2015. Interviews were conducted in English, Spanish, and Cantonese. The margin of error is +/-4.1%.

Some primary objectives of this survey include:
- Assess usage of Muni service
- Track trends in customer satisfaction
- Better understand key issues that drive overall customer satisfaction
- Identify barriers to using MUNI

KEY FINDINGS

USAGE OF MUNI

Most respondents are using Muni to commute to work (43%) or to personal appointments (32%). Nearly a third (31%) of respondents use Muni to go shopping. The same percentage of respondents (30%) are using Muni to travel to a recreation/entertainment or restaurant destination.

Most (59%) indicate that they would consider walking a longer distance to their Muni stop if they knew it would reduce their overall travel time.

Walk Longer Distance to Stop

Yes	No	Don't walk to my stop / Don't know
59%	36%	5%
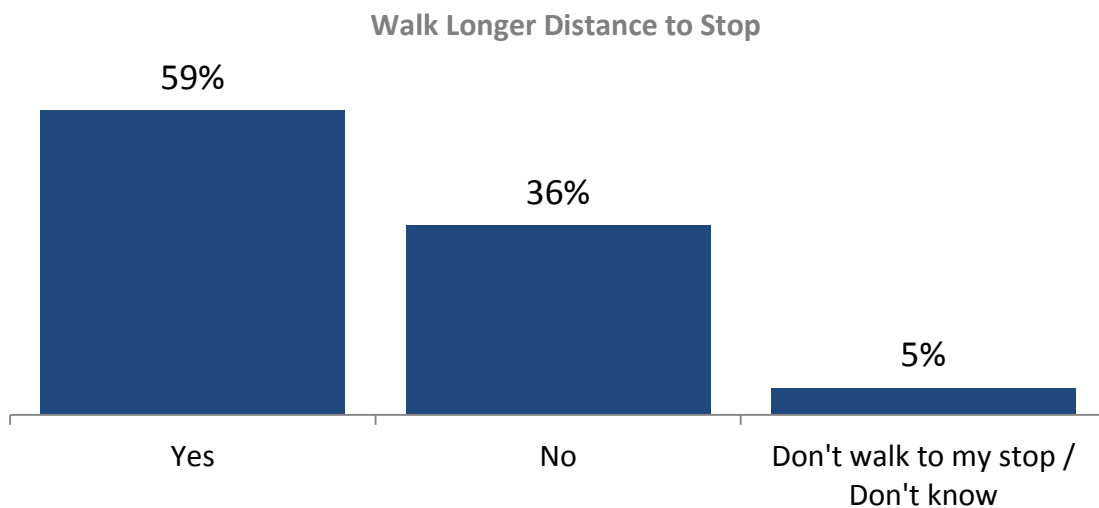
OVERALL RATING TREND

Nearly two thirds of respondents (66%) rate Muni service as excellent or good.

- The upward trend in overall satisfaction among Muni riders since 2010 has continued.

Overall Rating of Muni Service

Trending: Overall Rating of Muni Service
Excellent and Good Ratings Combined
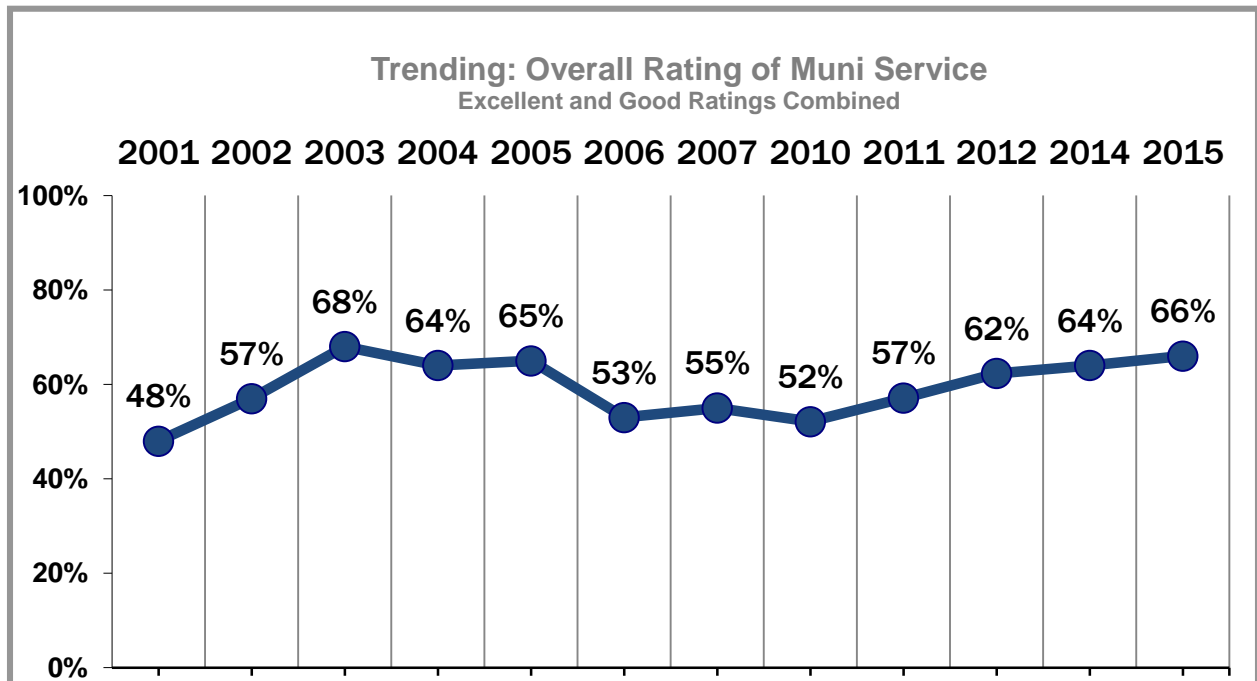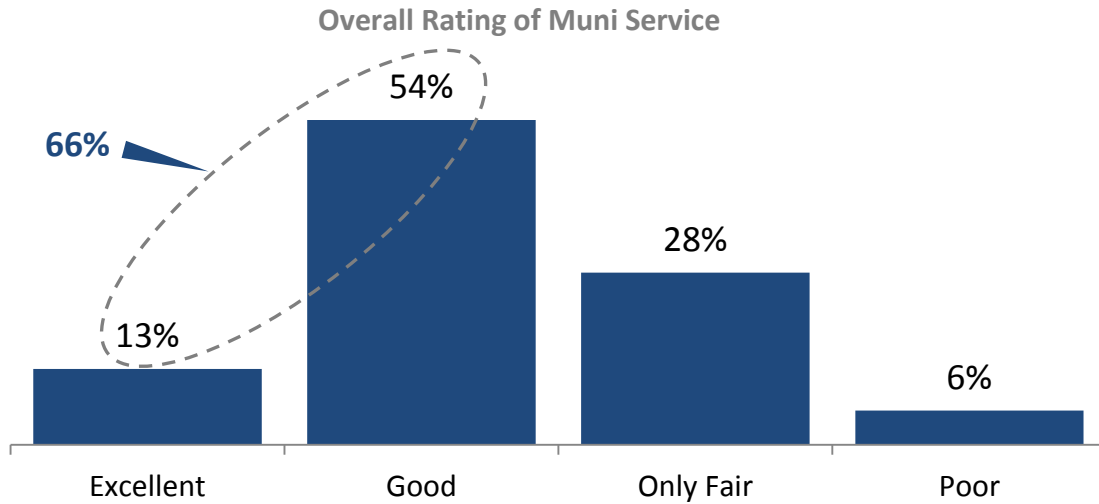
Note: Between 2001-2004, a 5 point scale was used; since 2005, a 4 point scale has been used: excellent, good, fair and poor.

OVERALL RATING – BY SUBGROUPS

- Those who use Muni less often rate the service more highly than other riders.
- Those using Muni for work or school tend to rate Muni service lower than other riders.
- Cash (and other payment types) users rated the service more highly than Clipper users. As might be expected, Clipper users tended to use Muni more than cash paying riders.

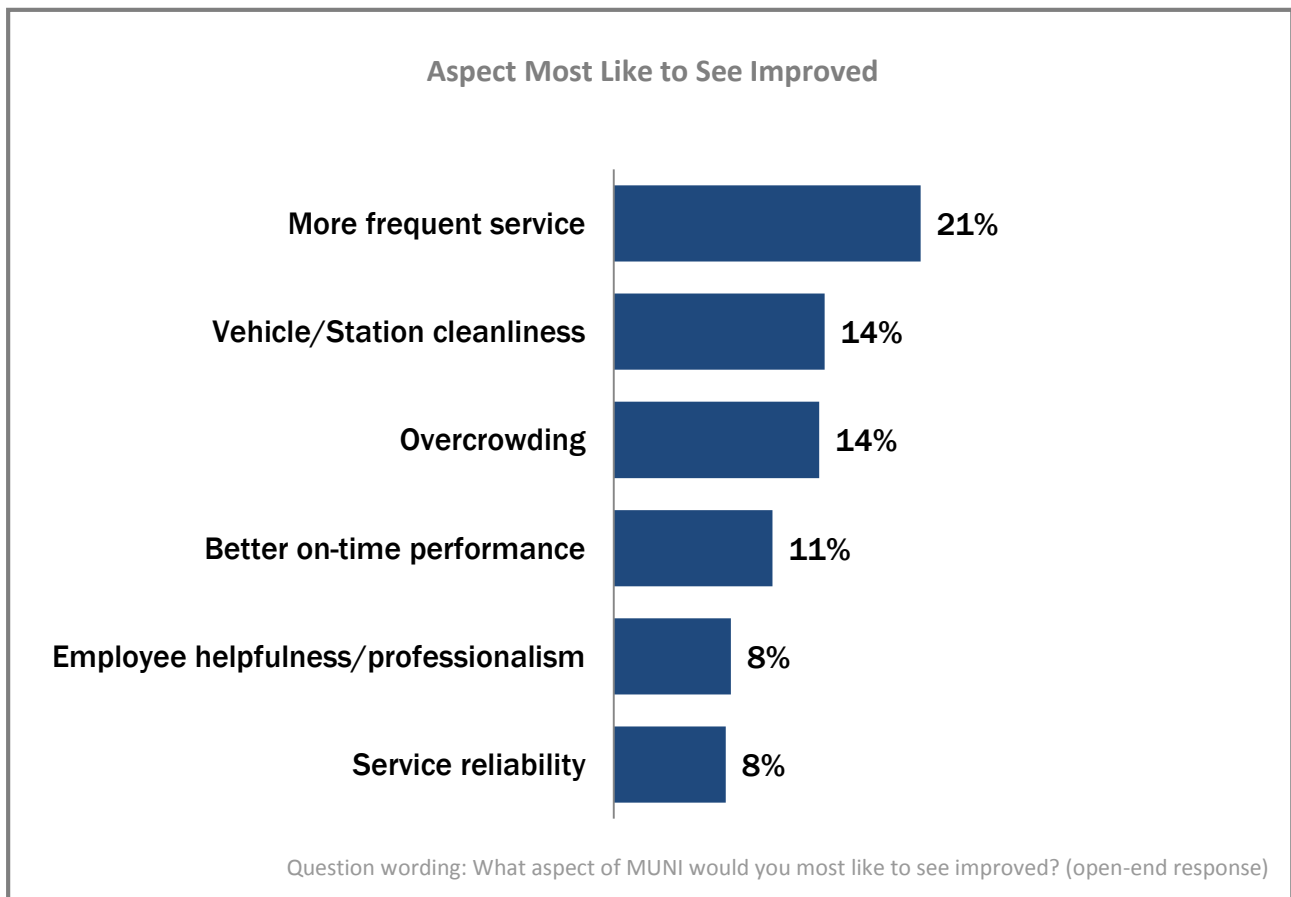| Satisfaction Rating by…	Excellent / Good	Fair	Poor
Total (all respondents) (n = 568)	66%	28%	6%
Usage of Muni			
5 or more days/week (n = 215)...	63%	31%	6%
Several times a week (n = 140)	69%	24%	8%
Once a week or less often (n = 213)	68%	29%	4%
Trip Purpose			
Work / School (n = 315)	62%	32%	6%
Personal Business (n = 181)	72%	23%	6%
Other Purpose (n = 303)	71%	24%	5%
Gender			
Male (n = 266)	66%	29%	5%
Female (n = 301)	66%	27%	7%
Payment Type			
Clipper (n = 326)..	63%	31%	6%
Cash / Other (n = 242)..	70%	25%	5%
When Typically use Muni			
Before 7 AM (n = 82)	65%	28%	7%
After 7 PM (n = 247)..	64%	29%	7%
Weekends (n = 355)	66%	28%	6%

Note: More than one response was allowed for the trip purpose categories.

IMPROVING MUNI

The aspects of MUNI respondents would <u>most</u> like to see improved is service frequency.

- Service frequency is cited by 21% of respondents when asked for the single most important improvement. This is about the same as last year.
- Vehicle/Station cleanliness and overcrowding is also cited by a high share (14%) of respondents. This is higher than last year when 11% cited each of these.
- About 4% of respondents indicated they were fully satisfied with Muni service and did not provide an improvement suggestion.

Note: This was an open-ended question. Responses in the chart below have been coded into categories.

Aspect Most Like to See Improved

Aspect	Percentage
More frequent service	21%
Vehicle/Station cleanliness	14%
Overcrowding	14%
Better on-time performance	11%
Employee helpfulness/professionalism	8%
Service reliability	8%

Question wording: What aspect of MUNI would you most like to see improved? (open-end response)

MUNI SERVICE ATTRIBUTES

Riders were asked to rate Muni's performance on specific service characteristics. Additionally riders were asked to rate Muni overall. The chart below shows the correlation between each service characteristic and the overall Muni rating question. This chart may help provide insights when considering priorities related to improving customer satisfaction.

This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis).

- The three attributes which are shown as most important (e.g. most highly correlated with overall satisfaction) are on-time performance, frequency of service and trips take a reasonable amount of time.
  - On-time performance and frequency of service rate below average compared to the other attributes listed.
- Managing crowding rates lowest of the listed attributes. It is considered important by riders, but is not nearly at the same level as the top three attributes.

Attribute Quadrant Chart
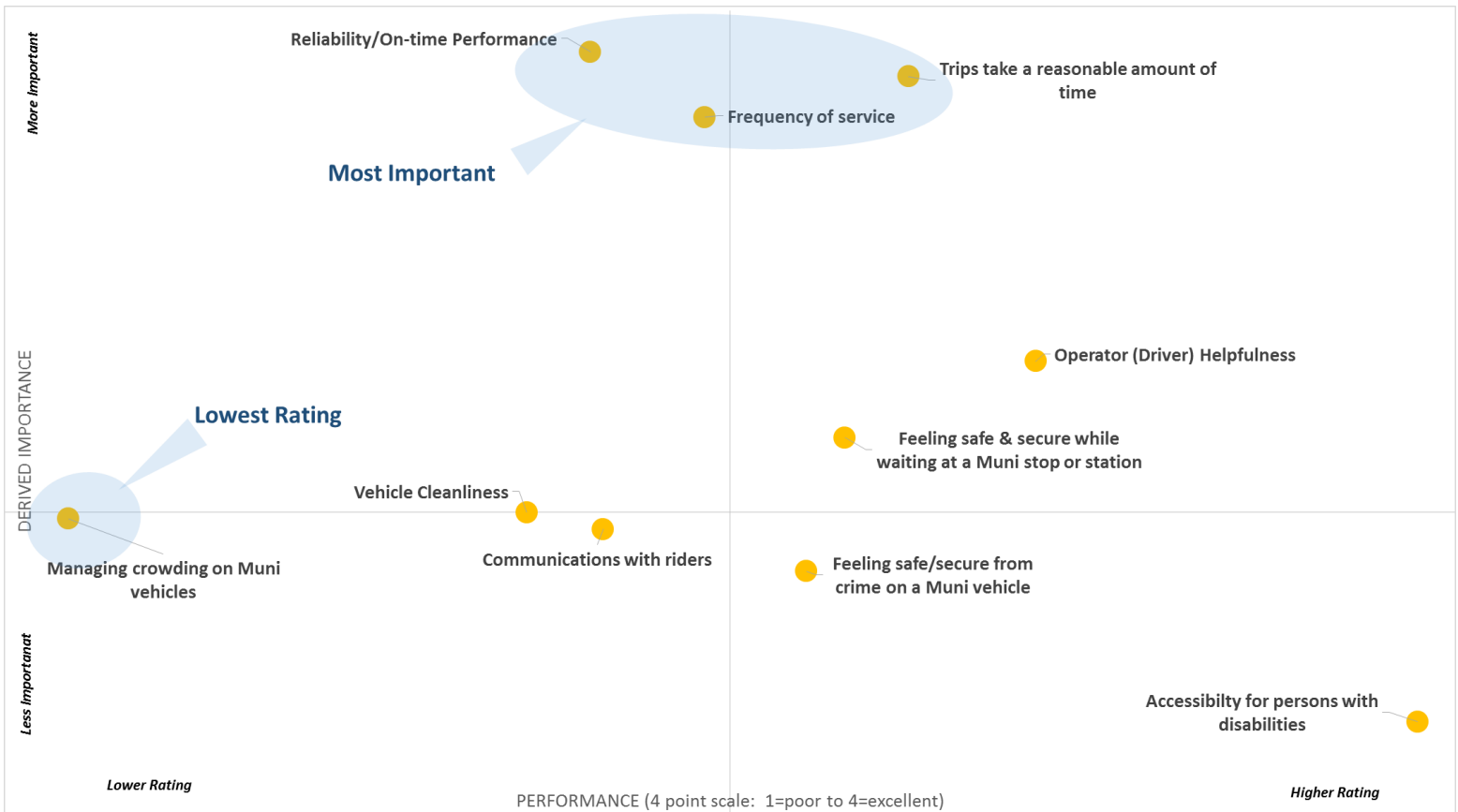
MUNI SERVICE ATTRIBUTES

The chart below shows the how the Muni service attributes have rated over the past four years the survey has been conducted.

- Frequency of service continues to improve.
- Vehicle cleanliness has declined compared to 2014

(% saying excellent or good)	2015	2014	2012	2011	2010
Accessibility for persons with disabilities.................	78%	79%	80%	81%	74%
Operator (driver) helpfulness....................................	66%	67%	63%	60%	54%
Trips take a reasonable amount of time...................	66%	- - - - - - - Not asked - - - - - - - -			
Feeling safe & secure waiting at a Muni stop...........	59%	61%	62%	60%	57%
Frequency of service^...	57%	55%	50%	45%	39%
Feeling safe & secure from crime on a Muni vehicle	54%	60%	57%	55%	51%
Reliability / On-time performance..........................	52%	50%	- - - - - - Not asked - - - - - - -		
Communication with riders......................................	48%	49%	50%	46%	48%
Vehicle cleanliness...	43%	49%	43%	42%	36%
Managing crowding on Muni vehicles....................	32%	31%	- - - - - - Not asked - - - - - - -		

SFMTA RESPONSIBILITIES

Only about half (51%) of respondents are very/somewhat familiar with the SFMTA and its responsibilities.

Familiar with SFMTA and its Responsibilities
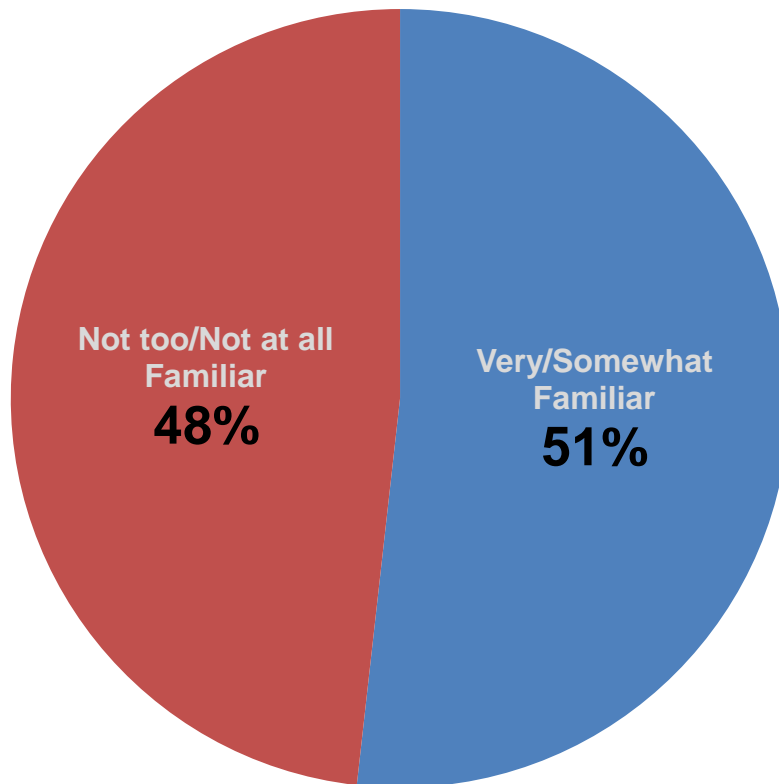
Alternative Mode if Muni Not Available

If Muni where not available, the top alternatives riders would choose are:

- Drive (21%)
- Walk (20%)
- Use a ridesharing service such as Uber (18%)

Most riders would still have made trip, only 8% indicated they would not have made the trip at all.

Alternative Mode if Muni Not Available

Mode	Percentage
Drive (myself)	21%
Walk	20%
Use a ridersharing svc	18%
Use a taxi	12%
Use other transit such as BART	9%
Would not have made trip	8%
Ride a bicycle	3%

Question wording: Think about your last Muni trip. If Muni was not available for that trip, how would you have gotten where you needed to go?
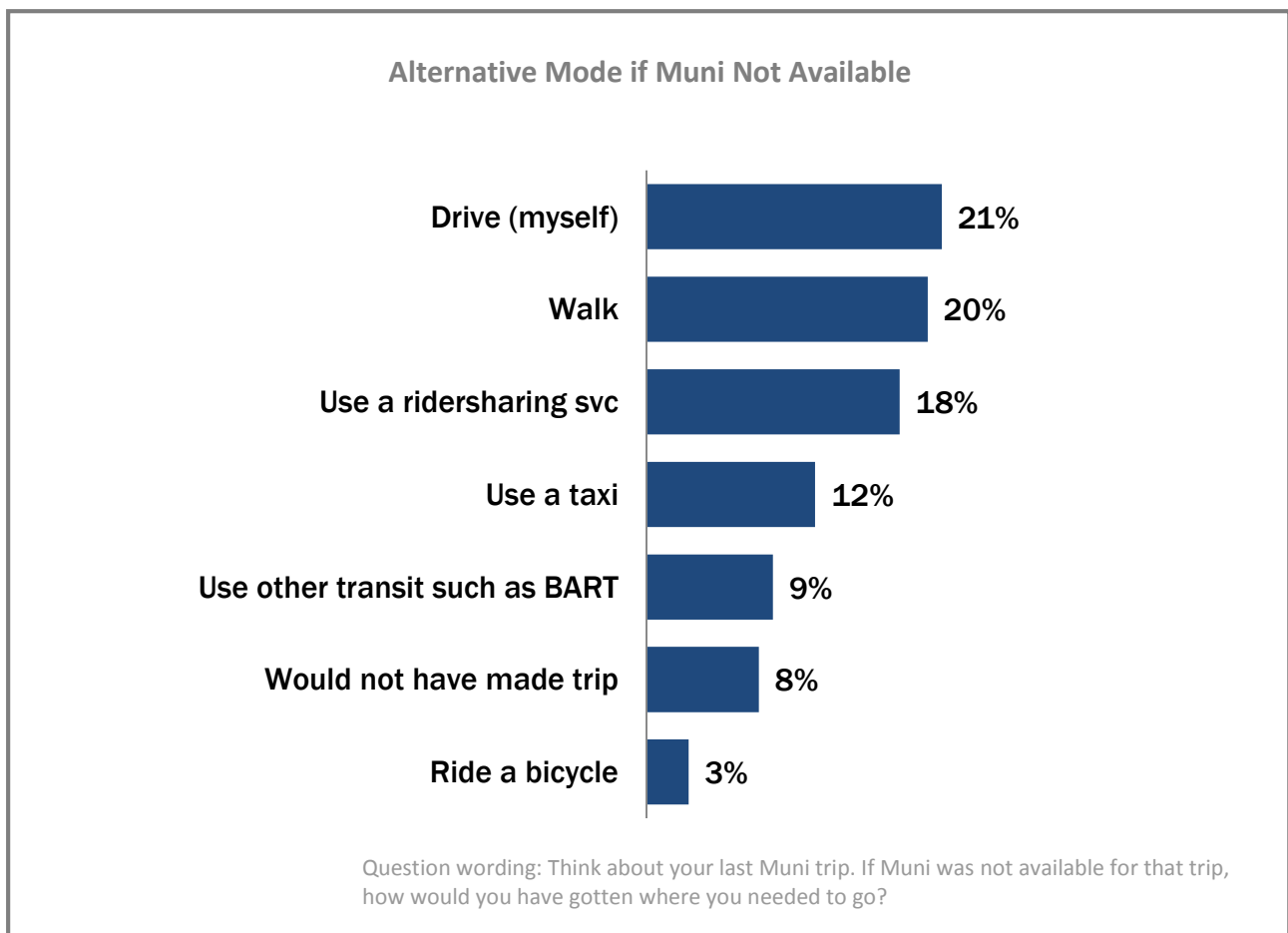
SFMTA RIDER ETIQUETTE PRIORITIES

Most respondents (71%) agree with the statement that "most Muni passengers are considerate of each other."

- When asked about eight commonly cited rider behaviors, nearly half (46%) of respondents felt riders boarding before others exit and not giving up a seat to seniors or disabled people were major issues that SFMTA should address. Slightly fewer respondents (44%) cited littering as a major issue.
- When asked to cite rider behaviors not listed that SFMTA should address, nearly two thirds (60%) were unable to cite any. Of those who did, the most cited behaviors were aggressive/ bullying/rude/or disruptive passengers (19%), hygiene issues such as body odor, spitting, coughing (16%), and non-payment of fare (14%)

	Major Issue (5/4)	Neutral (3)/Don't Know	Not an issue (2/1)

	Major Issue (5/4)	Neutral (3)/Don't Know	Not an issue (2/1)
Boarding before giving people a chance to exit	46%	24%	30%
Not giving up a seat for seniors or those with disabilities	46%	17%	37%
Littering	44%	25%	31%
Talking too loudly or playing loud music	35%	27%	39%
Blocking the aisle with bags, strollers, or other items	32%	30%	39%
Pushing or bumping other passengers	31%	26%	43%
Rudeness to driver or other passengers	31%	30%	39%
Taking up more than one seat	29%	24%	46%

RIDERSHIP SURVEY 2015

Conducted for the San Francisco Municipal Transportation Agency

KEY FINDINGS

June to August 2015

Prepared by
COREY, CANAPARY & GALANIS RESEARCH
San Francisco, California

SURVEY DETAILS

TECHNIQUE Telephone interviewing

FIELD DATES Field work conducted in June through August 2015

INTERVIEWS 568 completed interviews

SAMPLE FRAME Current adult residents of San Francisco who have used Muni in the past 6 months. A hybrid cell phone/RDD sample was utilized to contact county residents. Interviews were conducted in English, Spanish, and Chinese.

MARGIN OF ERROR
(at 95% confidence level) +/- 4.1% for total sample   (n=568)

NOTES Responses are rounded to the nearest whole percentage. On some questions, the percentages may not add up 100% because of statistical rounding.

USAGE OF MUNI

FREQUENCY OF RIDING MUNI

How often do you ride MUNI?
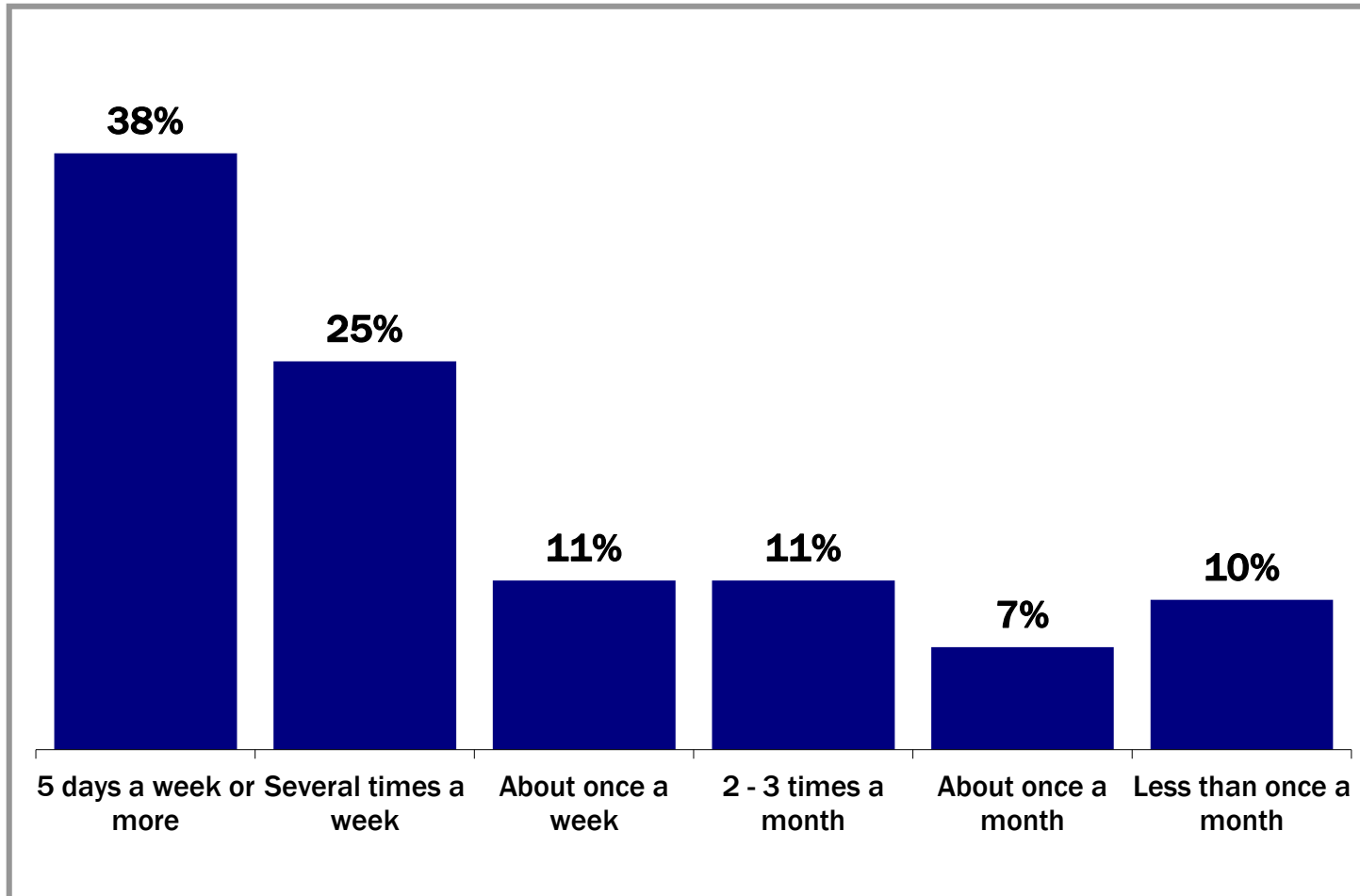
CONSIDER WALKING LONGER DISTANCE TO BUS STOP

Think about your walk to the bus stop on a typical Muni trip. Would you consider walking a longer distance to your Muni stop if you knew it would reduce your overall travel time?
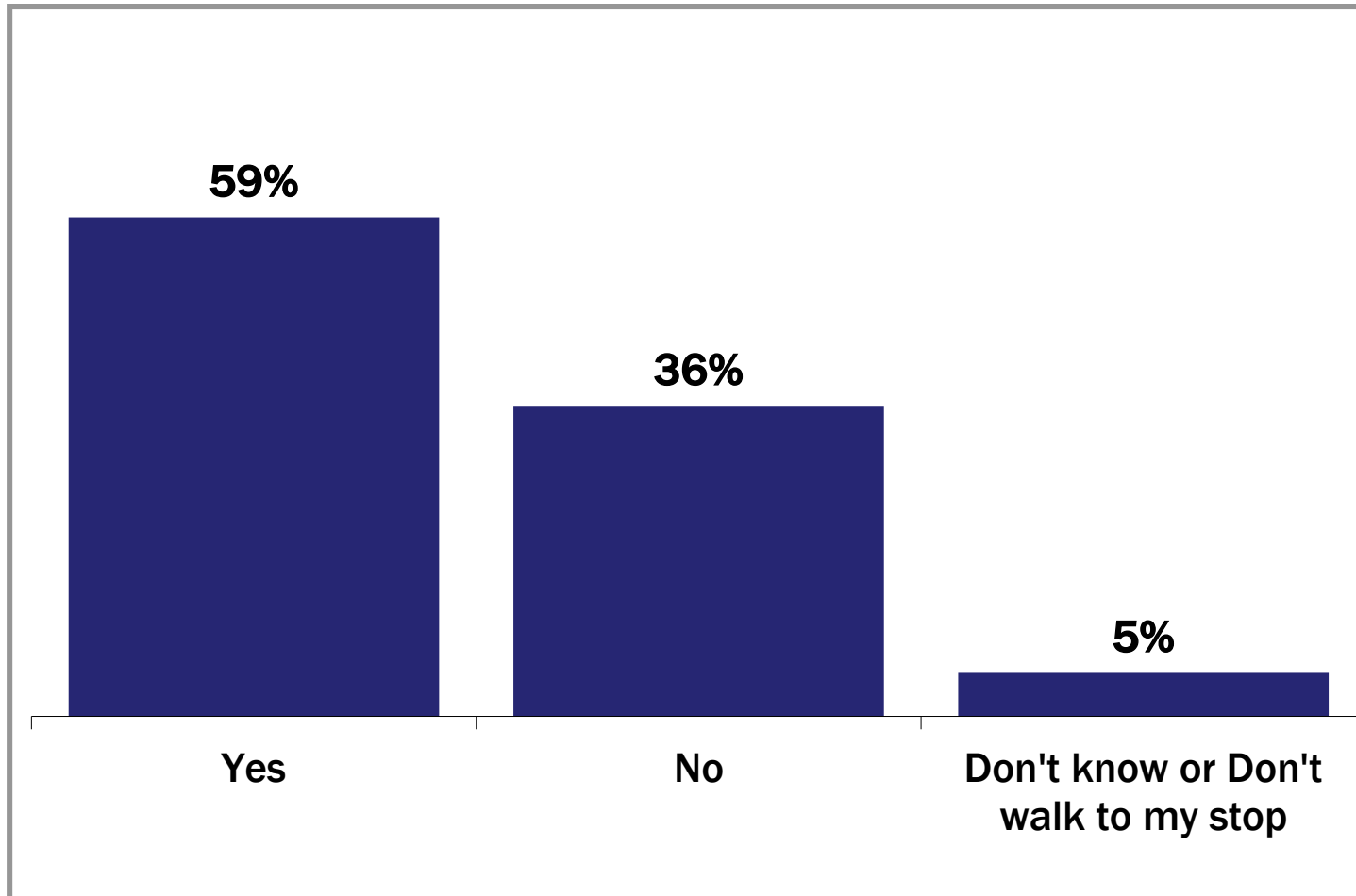
PURPOSE OF RIDING MUNI

When you use MUNI, what is the main purpose of the trips you make?

Purpose	Percentage
Commute to work	43%
Personal Appointments	32%
Shopping	31%
Recreation/Entertainment/Restaurant	30%
Work-Related Business	17%
Medical	14%
School/University	12%
Visit Friends/Family	11%
Other	<1%
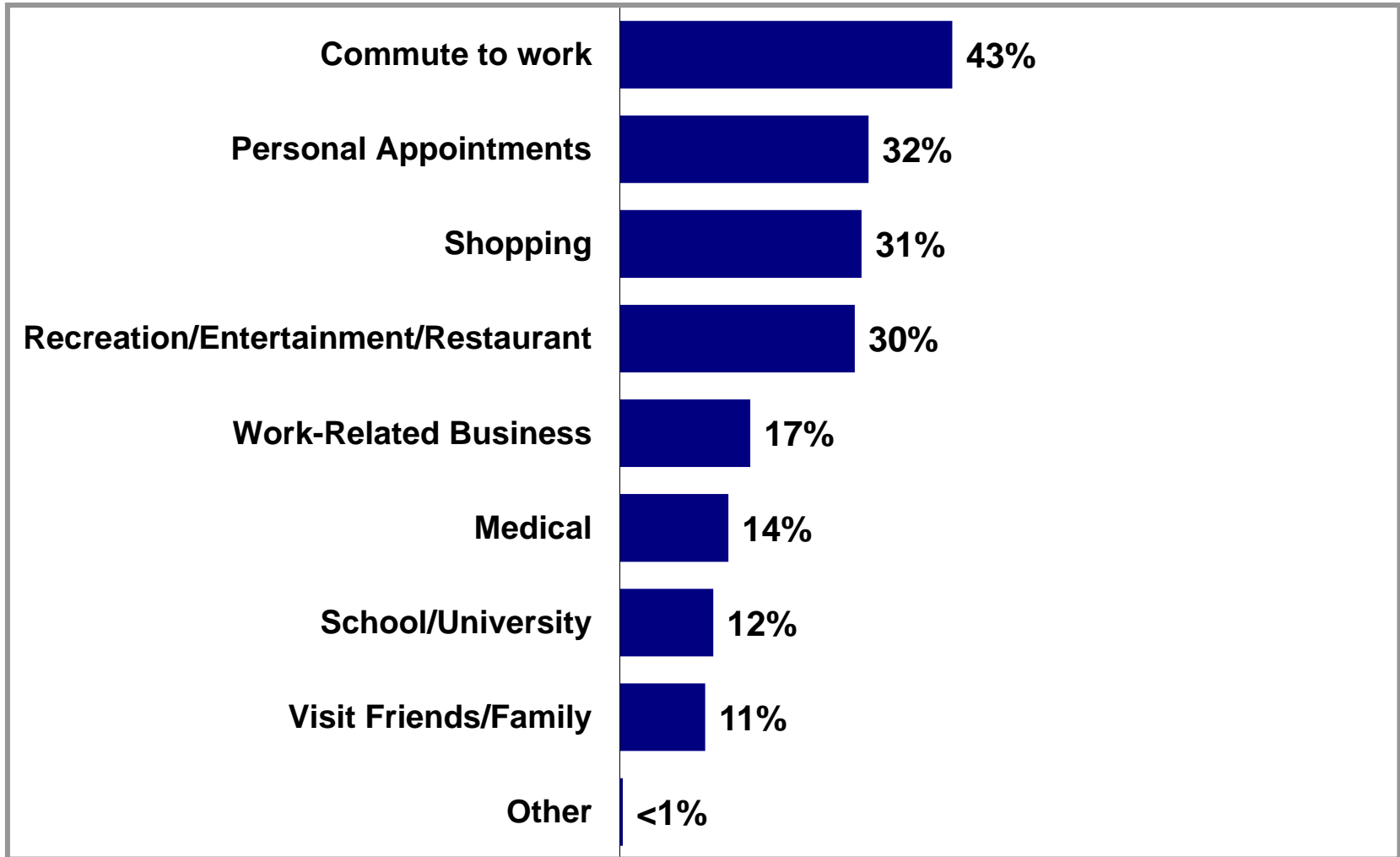
SATISFACTION RATINGS

OVERALL RATING OF MUNI SERVICE

Overall, how would you rate MUNI's service? Would you say...

Base: 2015 Total (n=568)
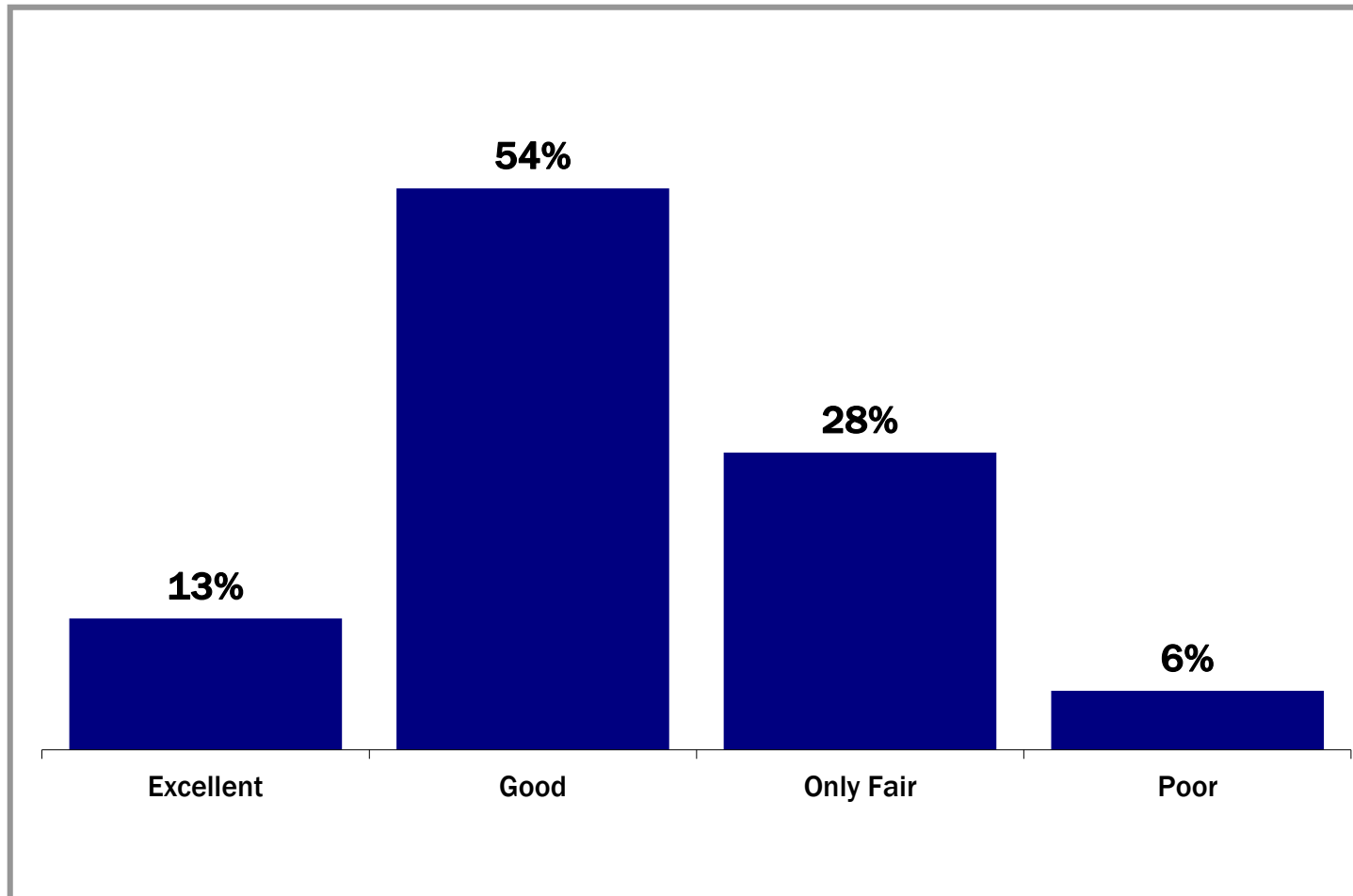
OVERALL RATING OF MUNI SERVICE - TRENDING

Overall, how would you rate MUNI's service? Would you say...

Trending: MUNI Overall Service Rating
Excellent and Good Ratings Combined
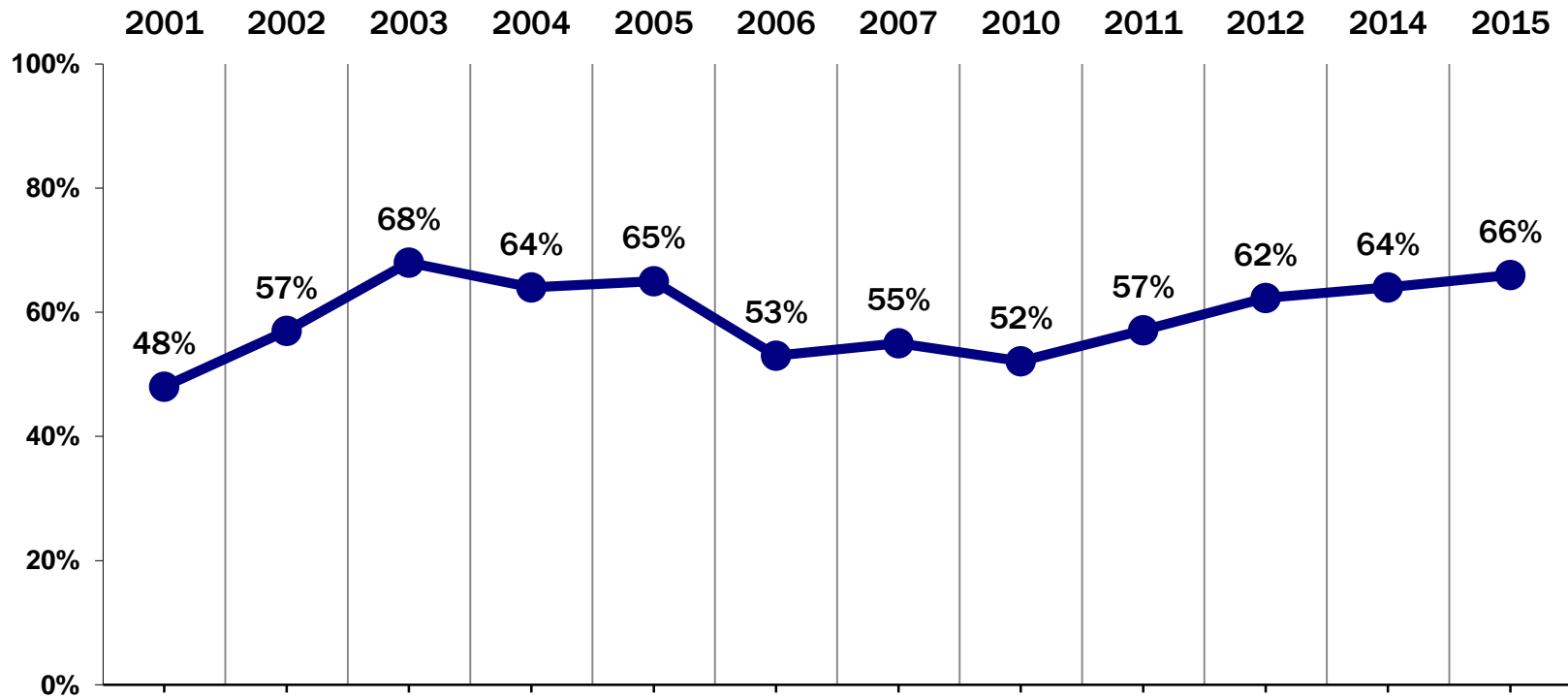
Important Note: Between 2001-2004, a 5 point scale was used: excellent, good, fair, poor and very poor. Since 2005, a four point scale has been used: excellent, good, fair, and poor.

OVERALL RATING OF MUNI SERVICE – SUB-GROUP RATINGS

Overall, how would you rate MUNI's service? Would you say...

Satisfaction Rating by...	- - - - - - - 2015 - - - - - -		
	Excellent /Good	Fair	Poor
Total (all respondents) (n = 568)	66%	28%	6%
Usage of Muni			
5 or more days/week (n = 215)	63%	31%	6%
Several times a week (n = 140)	69%	24%	8%
Once a week (n = 61)	71%	28%	2%
Three times a month or less often (n = 152)...................	66%	29%	5%
Gender			
Male (n = 266)................................	66%	29%	5%
Female (n = 301)................................	66%	27%	7%

ASPECTS OF MUNI WOULD MOST LIKE TO SEE IMPROVED

What aspects of MUNI would you most like to see improved?

(Open-Ended. Multiple Responses Accepted)

Aspect	Percentage
More frequent service	21%
Vehicle/Station cleanliness	14%
Overcrowding	14%
Better on-time performance	11%
Employee helpfulness/professionalism	8%
Service reliability	8%
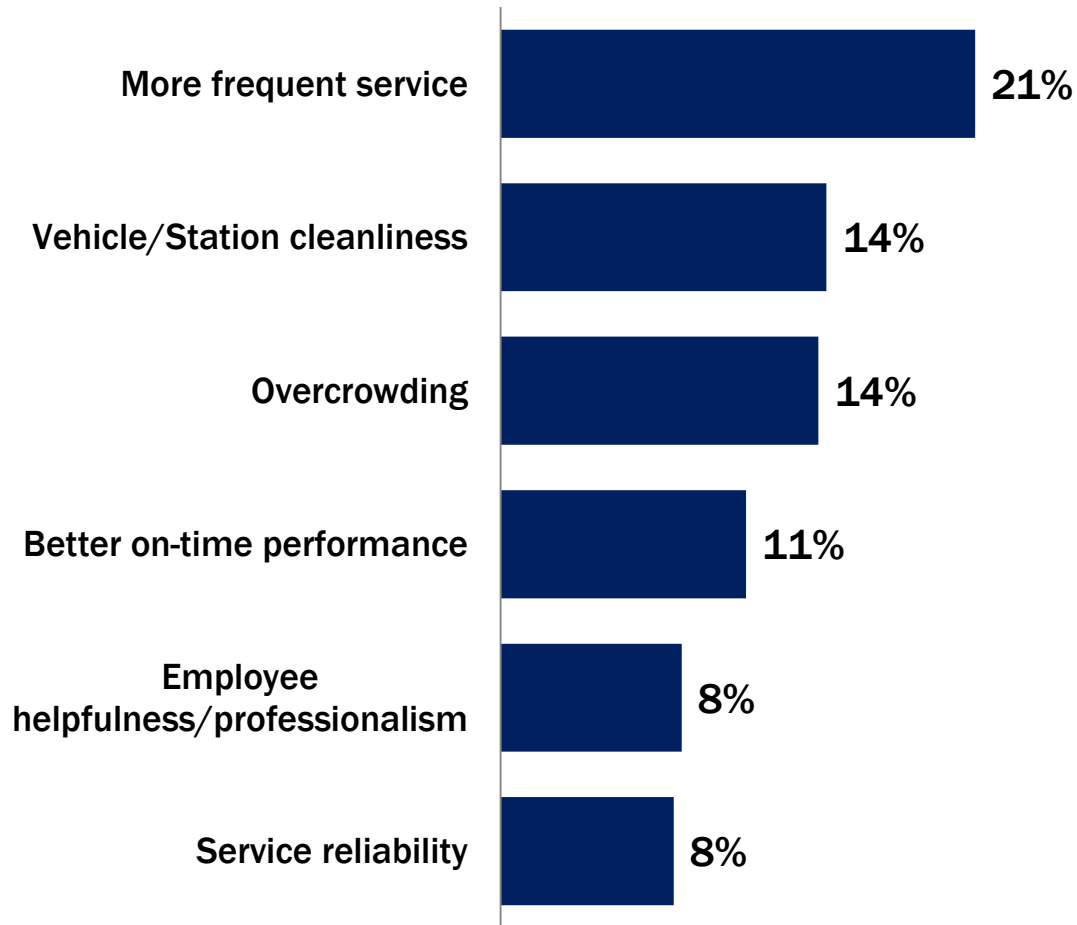
Note: Top items shown above. For complete list, reference the crosstabulated tables. To note: on this question 4% of respondents indicated they were satisfied with Muni service or made a similar positive comment.

Base: 2015 Total (n=568)

RATING OF SPECIFIC MUNI ATTRIBUTES

Now I would like to ask about the MUNI's performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area.

(% saying <u>excellent</u> or <u>good</u>)

	2015	2014	2012	2011	2010
Accessibility for persons with disabilities....................	**78%**	79%	80%	81%	74%
Operator (driver) helpfulness.......................................	**66%**	67%	63%	60%	54%
Trips take a reasonable amount of time......................	**66%**	- - - - - - - Not asked - - - - - - -			
Feeling safe & secure waiting at a Muni stop..............	**59%**	61%	62%	60%	57%
Frequency of service^..	**57%**	55%	50%	45%	39%
Feeling safe & secure from crime on a Muni vehicle....	**54%**	60%	57%	55%	51%
Reliability / On-time performance.................................	**52%**	50%	- - - - - Not asked - - - - - -		
Communication with riders..	**48%**	49%	50%	46%	48%
Vehicle cleanliness...	**43%**	49%	43%	42%	36%
Managing crowding on Muni vehicles...........................	**32%**	31%	- - - - - Not asked - - - - - -		

^ wording changed slightly, previously "Service frequency"

RATING OF MUNI SERVICE DURING THE DAY

How satisfied are you with Muni service:

| | - - - - - - 2015 - - - - - - | | |
	Excellent /Good	Fair	Poor
Before 7 AM (n = 82)...	72%	21%	7%
After 7 PM (n = 247)...	56%	32%	11%
On Weekends (n = 355)....................................	63%	27%	10%

Base: 2015 Total (n=568)

MUNI'S WEB SITE – SFMTA.COM

VISITED MUNI'S WEBSITE

Have you ever visited Muni's web site – "sfmta.com"?
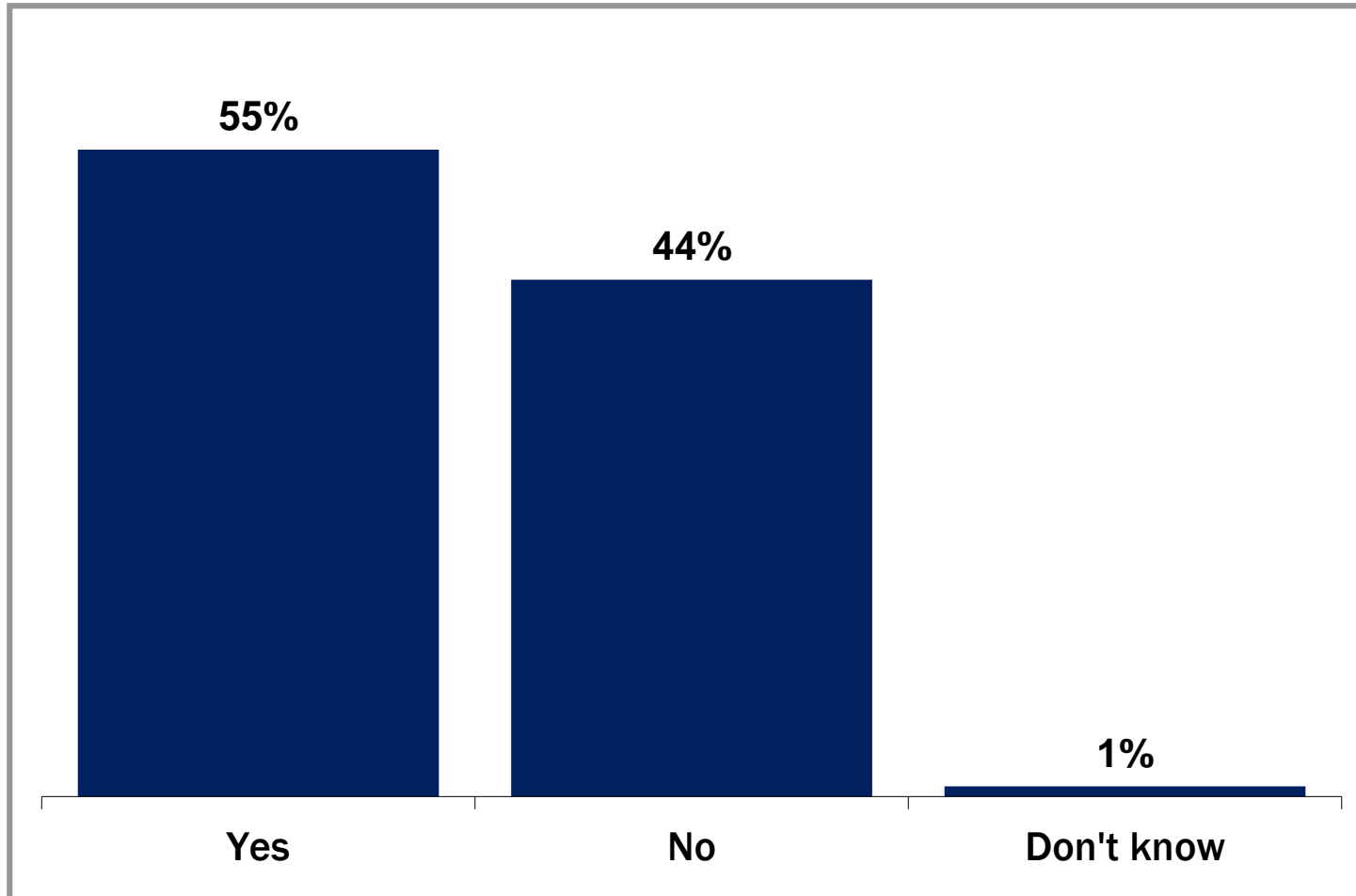
VISITED MUNI'S WEBSITE – BY SUB-GROUPS

Have you ever visited MUNI's web site – sfmta.com?

| | - - - 2015 - - - | |
	Yes ▼	No/ Don't Know ▼
Total (all respondents) (n = 568)	55%	45%
Usage of Muni		
5 or more days/week (n = 215)	55%	45%
Several times a week (n = 140)	53%	47%
Once a week (n = 61)	66%	34%
Three times a month or less often (n= 227)	53%	47%
Gender		
Male (n = 266)	61%	39%
Female (n = 301)	50%	50%

OVERALL RATING OF MUNI WEBSITE – SUB-GROUP RATINGS

What is your overall rating of Muni's website?

Note: Read % across ▸

Satisfaction Rating by...	- - - - - - 2015 - - - - - -			
	Excellent /Good	Fair	Poor	Don't Know
Total (all respondents) (n = 313)	53%	32%	8%	7%
Usage of Muni				
5 or more days/week (n = 119)	52%	34%	9%	5%
Several times a week (n = 74)	45%	41%	11%	4%
Once a week (n = 40).................................	75%	13%	5%	8%
Three times a month or less often (n = 80)....................	51%	31%	4%	14%
Gender				
Male (n = 162).................................	59%	27%	9%	5%
Female (n = 150).................................	47%	37%	6%	10

SFMTA RESPONSIBILITIES

SFMTA RESPONSIBILITIES

In general, how familiar are you with the SFMTA and its responsibilities?
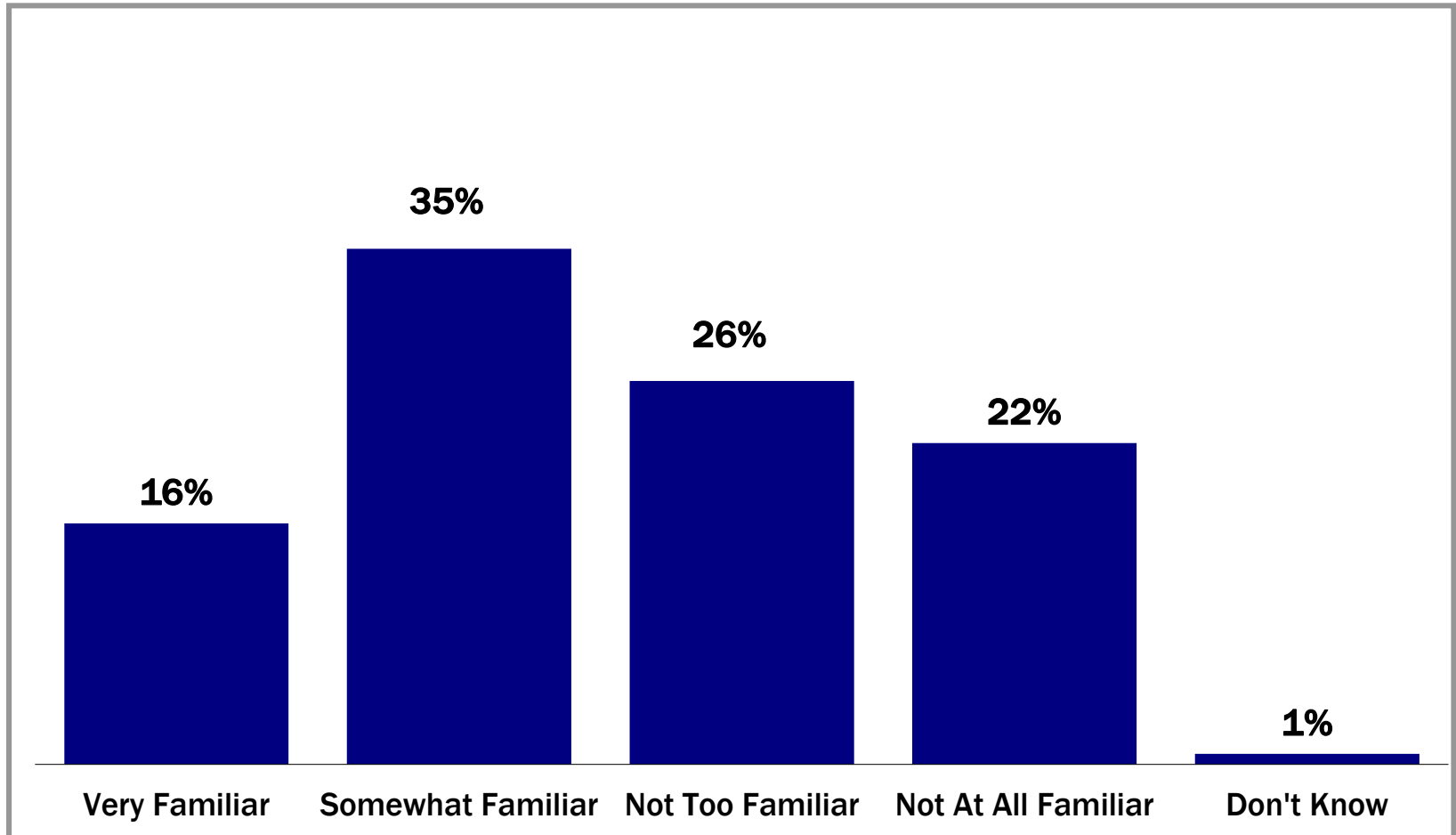
^ SFMTA responsibilities described as: a City agency which oversees Muni, bike and pedestrian programs, taxis as well as parking and traffic in the City

PASSENGER BEHAVIOR

Do you agree or disagree with the following statement: "Most Muni passengers are considerate of one another?"

Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly	Don't Know
15%	56%	17%	10%	2%
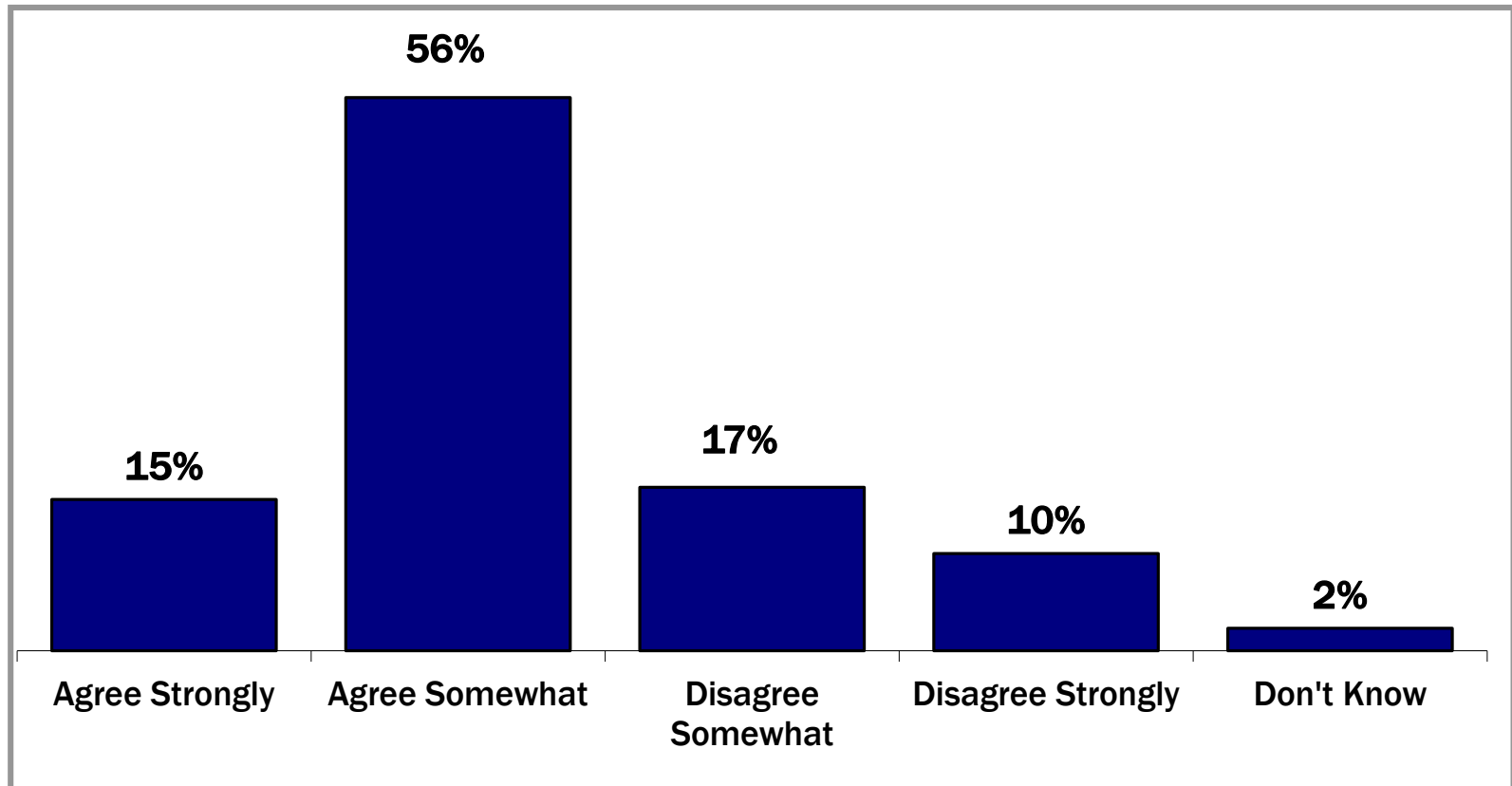
SFMTA PRIORITIES

Next, I will read you a list of issues which can occur on Muni. Please rate each issue on a five point scale where 5 is a major issue that should be addressed by Muni and 1 is not an issue.

	Major Issue (5/4)	Neutral (3)/Don't Know	Not an issue (2/1)
Boarding before giving people a chance to exit	46%	24%	30%
Not giving up a seat for seniors or disabled	46%	17%	37%
Littering	44%	25%	31%
Talking too loudly or playing loud music	35%	27%	39%
Blocking the aisle with bags, strollers, etc.	32%	30%	39%
Pushing or bumping other passengers	31%	26%	43%
Rudeness to driver or other passengers	31%	30%	39%
Taking up more than one seat	29%	24%	46%

SF Muni – 2015 Ridership Survey
Version 3

Hello, this is _____with Corey Research. We are conducting an important survey among adult MUNI riders in San Francisco. Do you live in San Francisco?

```
YES...................................... .........1
NO  ..................................... .........2 → terminate
DON'T KNOW / REFUSED .. .........3 → terminate
```

1. Have you ridden MUNI within the past six months?

```
YES          ..................................... .........1
NO           ..................................... .........2 → ask Q1a and terminate
DON'T KNOW.................................. .........3 → ask Q1a and terminate
```

1a. What is the main reason you don't ride Muni more?
_____
_____

(INTERVIEWER NOTES: If necessary explain:
- *The survey should take between 10 - 12 minutes to administer.*
- *The study is an annual survey and is being done for the San Francisco Municipal Transportation Agency.*
- *No selling is involved.*
- *If respondent does not qualify, ask if someone else in the household uses Muni.*
- *Responses will be treated in confidence.*

2. Are you eighteen years of age or older?
```
YES          ..................................... .........1
NO           ..................................... .........2 → terminate
DON'T KNOW.................................. .........3 → terminate
```

3. Do you or any member of your immediate family work for MUNI?

```
YES          ..................................... .........1 → terminate
NO           ..................................... .........2
DON'T KNOW.................................. .........3 → terminate
```

BASE- 568

4. Which line or route do you ride most often? (Interviewer: Try for one response, if possible)

	%
1 California	6
1AX / 1BX California A/B Expresses	<1
2 Clement	<1
3 Jackson	1
5 / 5R Fulton / Fulton Rapid	4
6 Haight-Parnassus	2
8 Bayshore	3
8AX / 8BX Bayshore A/B Expresses	4
9 / 9R San Bruno / San Bruno Rapid	3
10 Townsend	5

%
12 Folsom - Pacific...............................1
14 / 14R Mission/Mission Rapid...........1
14X Mission Express...........................10
7X Noriega Express 4
57 Parkmerced....................................<1
18 46th Avenue ....<1
19 Polk 1
21 Hayes 2
22 Fillmore 1
23 Monterey 4
24 Divisadero ....<1
27 Bryant 4
28 / 28R 19th Ave / 19th Ave Rapid....<1
29 Sunset 2
30 Stockton 3
30X Marina Express.............................4
31 Balboa 3
31AX / 31BX Balboa A / B Expresses...1
33 Ashbury-18th...................................2
35 Eureka   ....<1
36 Teresita   ....<1
37 Corbett 1
38 / 38R Geary /Geary Rapid ....<1
38AX / 38BX Geary A / B Expresses...<1
39 Coit 10
41 Union 3
43 Masonic ....-
44 O'Shaughnessy...............................-
45 Union-Stockton................................3
47 Van Ness..3
48 Quintara - 24th Street 2
49 Van Ness - Mission 1
52 Excelsior 1
54 Felton 4
55 16th St   ....<1
56 Rutland 2
66 Quintara ....-
67 Bernal Heights.................................-
7 / 7R Haight - Noriega / Haight
         – Noriega Rapid ....<1
76X Marin Headlands Exp ....<1
80X-Gateway Express ....<1
81X Caltrain Express ....-
82X Levi Plaza Express ....-
83X Mid-Market Express......................<1
88 BART Shuttle ....-
90 Owl   ....-
91 Owl   ....<1
25 Treasure Island ....<1

Muni Metro (J, K, L, etc.) - specify 40
NX Judah Express (Bus) 1
Cable Car - specify..............................1

Other   (_____) ....-
Don't Know/No answer ....-

Q4a

	%
F-Market and Wharves (older/ vintage streetcars	4
J-Church	7
K-Ingleside	7
L-Taraval	11
M-Ocean View.............................	9
N-Judah.......................................	12
S-Castro Shuttle	1
T – Third Street	4
Muni Metro line (unable to specify)	2
Other (specify) : _____	-
Don't Know	-

Q4b

	%
Powell-Hyde Street Cable Car......	-
Powell-Mason Street Cable Car ...	-
California Street Cable Car...........	1

5. How often do you ride MUNI?

	%
5 days a week or more often	38
Several times a week	25
About once a week	11
Two or three times a month	11
About once a month	7
Less than once a month	10
DON'T KNOW	-

6. Overall, how would you rate MUNI's service? Would you say…(read list)

Excellent	13
Good	54
Fair	28
Poor	6
DON'T KNOW (Do Not Read)	-
MEAN (out of 4)	**2.73**

7. What aspects of MUNI would you most like to see improved? (RECORD AS OPEN-END)
[Coder: Use List Below As Starting Point For Coding These Open-Ends]

	%
More frequent service	21
Vehicle/station cleanliness	14
Overcrowding	14
Better on-time performance	11

Note: Top Items shown, for complete list reference the crosstabulated tables.

Now I would like to ask about the MUNI's performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area. ROTATE.

	Excel-lent	Good	Fair	Poor	Don't Know
8. Reliability / On-time performance **MEAN (Out of 4) 2.47**	9%	43%	32%	14%	1%
9. Feeling safe and secure from crime while <u>on a</u> Muni vehicle **MEAN (Out of 4) 2.52**	10%	44%	31%	13%	2%
10. Frequency of service? **MEAN (Out of 4) 2.58**	11%	46%	31%	11%	1%
11. Vehicle cleanliness **MEAN (Out of 4) 2.30**	6%	37%	39%	19%	<1%
12. Managing crowding on Muni vehicles **MEAN (Out of 4) 2.08**	4%	28%	38%	28%	3%
13. Operator (driver) helpfulness **MEAN (Out of 4) 2.79**	20%	47%	23%	9%	2%
14. Accessibility for persons with disabilities **MEAN (Out of 4) 3.18**	33%	44%	11%	3%	9%
15. Communication with riders. That includes any type of communication from Muni. **MEAN (Out of 4) 2.46**	9%	39%	36%	13%	4%
16. Feeling safe and secure while waiting at a Muni <u>stop or station</u> **MEAN (Out of 4) 2.59**	10%	49%	31%	9%	1%
17. Trips take a reasonable amount of time **MEAN (Out of 4) 2.71**	12%	54%	27%	7%	<1%

18. Do you agree or disagree with the following statement: "Muni is a good value for the money."…(Read list)

	%
Agree Strongly	39
Agree Somewhat	44
Disagree Somewhat..	11
Disagree Strongly	5
Don't know	1
MEAN (out of 4)	**3.17**

19. (Next) Think about your walk to the bus stop on a typical MUNI trip. Would you consider walking <u>a longer distance</u> to your Muni stop if you knew it would reduce your overall travel time?

	%
Yes	59
No	36
Do not <u>walk</u> to my stop	1
Don't know	5

---

20. Have you ever visited <u>MUNI's web site</u> – "sfmta.com"?

Yes	55
No	44
Don't Know	1

(Ask among those who have visited site)
How would you rate MUNI's website on…

BASE- 313

	Excel-lent	Good	Fair	Poor	Don't Know
21. Overall Rating (of MUNI website) **MEAN (Out of 4) 2.62**	12%	41%	32%	8%	7%

22. 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 <u>familiar</u> are you with the SFMTA and its responsibilities….(read list)

Very Familiar	16
Somewhat Familiar	35
Not Too Familiar	26
Not at all Familiar	22
Don't know (do not read)	1

23. Do you agree or disagree with the following statement – Most Muni passengers are considerate of one another.

(Is that strongly or somewhat?)

Agree Strongly	15
Agree Somewhat	56
Disagree Somewhat	17
Disagree Strongly	10
Don't know (do not read)	2
MEAN (out of 4)	**2.79**

24. Next I will read you a list of issues which can occur on Muni. For each, please tell me whether it is a Major issue <u>that should be addressed by Muni</u>, or Not an Issue. Use a 5 point scale where 5 is Major Issue and 1 is Not an Issue.

	5	4	3	2	1	DK	MEAN
	%	%	%	%	%	%	(out of 5)
a. Blocking aisle with bags, strollers or other items ...	15	17	29	24	15	1	2.94
b. Pushing or bumping of passengers	15	17	26	25	18	1	2.85
c. Taking up more than one seat	12	17	24	23	23	1	2.71
d. Not giving up seat to seniors and people with disabilities	26	20	17	18	18	1	3.18
e. Littering	23	21	24	21	10	1	3.27
f. Talking too loudly or playing loud music	17	17	26	23	16	1	2.96
g. Rudeness to driver or other passengers	13	18	29	24	16	1	2.88
h. Boarding before giving people a chance to exit	23	23	24	18	11	1	3.28

25. Are there any other passenger behavior issues like this that should be addressed by Muni?

	%
Aggressive/Bullying/Disruptive passengers	8
Hygiene issues (body odor, spitting, coughing, etc.)	7
Non-payment of fare	6
Smoking/Drug/Alcohol Use	5

Note: Top Items shown, for complete list reference the crosstabulated tables.

26. When you use MUNI, what is the main purpose of the trips you make? (read list if necessary. multiple responses OK)

Commute to work..	43
Personal business (appointments, etc.)	32
Shopping	31
Recreation / Entertainment / Restaurant	30
Work-related business	17
Medical	14
School / University	12
Visit friends or family..	11
Other (specify) _____ ....<1	
Don't know (do not read)...-	

	%
27. How do you usually pay your Muni fare? (read list)	
Clipper 57	
Cash 30	
Free Muni for youth, senior or persons with	
disabilities 10	
Other type of pass.....................................2	
Don't know...1	

27a. (If Clipper) Do you have cash value or a monthly pass on Clipper?

Cash value 52
Monthly Pass...............................48
Other (specify)_____ ....-
Don't know ....-

27-1. Do you typically use Muni…

	Yes %	No %	Don't know %
a. Before 7am	14	85	1
b. After 7pm	44	56	1
c. On weekends	63	37	1

(As for each, if use during time periods above)

27-2. How satisfied are you with Muni service <insert period from Q27-1>?

	4 %	3 %	2 %	1 %	DK %	MEAN (out of 4)
a. Before 7 AM (N=82)	32	40	21	7	-	2.96
b. After 7 PM (N=247)	8	47	32	11	1	2.53
c. On weekends (N=355)	11	52	27	10	<1	2.64

28. Think about your last Muni trip. If Muni was not available for that trip, how would you have gotten where you needed to go? (Read list; single response)

	%
Drive (myself)…..................................21	
Walk 20	
Use a ridesharing service such as Uber 18	
Use a taxi 12	
Get a ride 9	
Use other transit such as BART........................9	
Would not have made trip 8	
Ride a bicycle...3	
Some other way (specify) _____ ....-	

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

	%
Zone 1	19
Zone 2	26
Zone 3	16
Zone 4….....................................	17
Zone 5	22
Don't Know/Refused	1
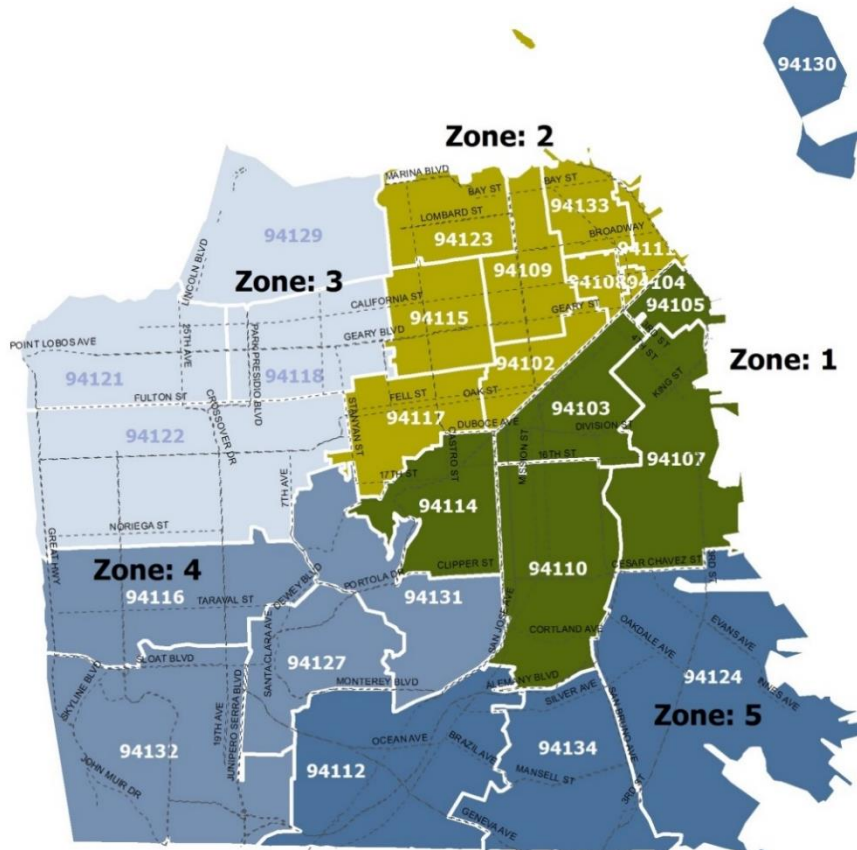
30. Do you primarily work in San Francisco or outside the City?

	%
Work in San Francisco...	63
Work outside of San Francisco	11
Do not work..	27

31. Have you voted in a SF election in the past two years?

Yes	....	64
No	....	34
Don't know...		2

32. Race/Ethnicity:
What ethnic group or groups do you consider yourself a member of? (IF HESITATES):
Are you white, African American, Hispanic/Latino, Asian, or of some other ethnic or racial background?   [allow multiple responses]

	%
White…...	47
Asian	29
Hispanic/Latino…...............................	14
African American..................................	6
Pacific Islander	1
American Indian/Aaska Native	1
Mixed (Unspecified)	1
Other (Unspecified)...............................	2
Refused …………………….....................	5

33. Language:
What is the primary language spoken in your household? (single response)

	%
English..	76
Cantonese	8
Spanish...	6
Chinese (Unspecified)............................	3
Mandarin...	1
Tagalog...	1
Russian...	1
Hindi	1
Vietnamese...	1
Other..	2
Don't know/Refused................................	1

34. Household Income Levels:
What is your approximate annual household income (before taxes)?
(read responses, check one only)

%

Under $7,500	5
$7,500 - $15,000	8
$15,001 - $22,000	6
$22,001 - $29,000	4
$29,001 - $36,500	3
$36,501 - $44,000	4
$44,001 - $51,500	4
$51,501 - $59,000	3
$59,001 - $66,500	-
$66,501 - $75,000	4
$75,001 - $100,000	6
$100,001 - $150,000	10
$150,001 - $200,000	5
$200,001 or higher	8
Refuse (Do not read)	26
MEAN (x$1000)	**74**

35. HOUSEHOLD SIZE:

%

1 person	27
2 people	28
3 people	16
4 or more people	26
Don't Know/Refused	4
MEAN (# of people)	**2.67**

(ask unless only one person in household)
b. And how many are under the age of 18?

%

None	66
1 child	14
2 children	14
3 children	5
4 or more children	1
MEAN (# of children)	**1.8**

36. DISABLED:

Do you have a disability or health condition that affects the travel choices you make for trips within San Francisco?

	%
No	84
Yes	14
Don't Know	1
Refused	2

---

37. Record Gender

Male	47
Female	53
Transgender or Transsexual	<1

And for validation purposes, may I have your first name? _____

Those are all the questions I have. Thank you very much for taking the time to complete the survey. Good-bye.

Language (Lang):

English	93
Cantonese	5
Spanish	2

SFMTA RIDERSHIP SURVEY
2015

Prepared by Corey, Canapary & Galanis

Statistical Tables

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Table 58   Page 73   LANGUAGE

Table 1 Page 1

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1 HAVE YOU RIDDEN MUNI WITHIN THE PAST SIX MONTHS?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESIDENTS CONTACTED	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW/REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Table 3 Page 2

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MUNI METRO (J, K, L, ETC.) - SPECIFY	229	76	58	25	70	26	126	65	12	141	88	118	111	155	71
	40.3	35.3	41.4	41.0	46.1	36.6	41.4	40.4	37.5	45.0	34.5	44.4	36.9	42.7	37.0
14X MISSION EXPRESS	57	24	15	3	15	8	28	17	4	19	38	25	32	34	21
	10.0	11.2	10.7	4.9	9.9	11.3	9.2	10.6	12.5	6.1	14.9	9.4	10.6	9.4	10.9
39 COIT	54	19	13	7	15	8	30	13	3	34	20	26	28	34	18
	9.5	8.8	9.3	11.5	9.9	11.3	9.9	8.1	9.4	10.9	7.8	9.8	9.3	9.4	9.4
1 CALIFORNIA	35	14	7	7	7	8	18	8	1	21	14	14	21	30	5
	6.2	6.5	5.0	11.5	4.6	11.3	5.9	5.0	3.1	6.7	5.5	5.3	7.0	8.3	2.6
10 TOWNSEND	27	14	8	3	2	3	8	14	2	15	12	16	11	15	10
	4.8	6.5	5.7	4.9	1.3	4.2	2.6	8.7	6.3	4.8	4.7	6.0	3.7	4.1	5.2
5 / 5R FULTON / FULTON RAPID	25	6	6	4	9	4	15	5	1	14	11	11	14	16	9
	4.4	2.8	4.3	6.6	5.9	5.6	4.9	3.1	3.1	4.5	4.3	4.1	4.7	4.4	4.7
8AX / 8BX BAYSHORE A/B EXPRESSES	24	15	5	1	3	2	13	8	1	7	17	8	16	10	13
	4.2	7.0	3.6	1.6	2.0	2.8	4.3	5.0	3.1	2.2	6.7	3.0	5.3	2.8	6.8
27 BRYANT	23	7	9	2	5	4	15	3	1	16	7	11	12	14	9
	4.0	3.3	6.4	3.3	3.3	5.6	4.9	1.9	3.1	5.1	2.7	4.1	4.0	3.9	4.7
23 MONTEREY	21	12	4	3	2	4	8	8	1	16	5	9	12	13	8
	3.7	5.6	2.9	4.9	1.3	5.6	2.6	5.0	3.1	5.1	2.0	3.4	4.0	3.6	4.2
7X NORIEGA EXPRESS	20	14	3	1	2	-	12	7	1	5	15	8	12	14	5
	3.5	6.5	2.1	1.6	1.3		3.9	4.3	3.1	1.6	5.9	3.0	4.0	3.9	2.6
30X MARINA EXPRESS	20	10	8	-	2	3	10	5	2	11	9	7	13	6	13
	3.5	4.7	5.7		1.3	4.2	3.3	3.1	6.3	3.5	3.5	2.6	4.3	1.7	6.8

Table 3 Page 3

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
54 FELTON	20	15	2	1	2	2	7	7	4	11	9	10	10	14	6
	3.5	7.0	1.4	1.6	1.3	2.8	2.3	4.3	12.5	3.5	3.5	3.8	3.3	3.9	3.1
9 / 9R SAN BRUNO / SAN BRUNO RAPID	18	11	2	1	4	1	6	9	2	8	10	5	13	11	7
	3.2	5.1	1.4	1.6	2.6	1.4	2.0	5.6	6.3	2.6	3.9	1.9	4.3	3.0	3.6
31 BALBOA	18	9	4	1	4	3	4	9	2	12	6	5	13	11	7
	3.2	4.2	2.9	1.6	2.6	4.2	1.3	5.6	6.3	3.8	2.4	1.9	4.3	3.0	3.6
45 UNION-STOCKTON	18	8	5	4	1	4	9	4	1	7	11	11	7	14	4
	3.2	3.7	3.6	6.6	0.7	5.6	3.0	2.5	3.1	2.2	4.3	4.1	2.3	3.9	2.1
47 VAN NESS	18	6	5	1	6	2	11	5	-	7	11	10	8	13	5
	3.2	2.8	3.6	1.6	3.9	2.8	3.6	3.1		2.2	4.3	3.8	2.7	3.6	2.6
8 BAYSHORE	17	7	6	1	3	3	8	5	1	7	10	8	9	15	2
	3.0	3.3	4.3	1.6	2.0	4.2	2.6	3.1	3.1	2.2	3.9	3.0	3.0	4.1	1.0
41 UNION	17	9	2	3	3	1	12	4	-	12	5	9	8	12	5
	3.0	4.2	1.4	4.9	2.0	1.4	3.9	2.5		3.8	2.0	3.4	2.7	3.3	2.6
30 STOCKTON	15	7	5	1	2	2	10	2	1	7	8	6	9	7	7
	2.6	3.3	3.6	1.6	1.3	2.8	3.3	1.2	3.1	2.2	3.1	2.3	3.0	1.9	3.6
6 HAIGHT-PARNASSUS	12	3	6	2	1	-	7	5	-	8	4	6	6	11	1
	2.1	1.4	4.3	3.3	0.7		2.3	3.1		2.6	1.6	2.3	2.0	3.0	0.5
21 HAYES	12	4	3	1	4	3	5	4	-	9	3	5	7	9	3
	2.1	1.9	2.1	1.6	2.6	4.2	1.6	2.5		2.9	1.2	1.9	2.3	2.5	1.6
33 ASHBURY-18TH	12	6	2	2	2	2	6	4	-	7	5	5	7	5	6
	2.1	2.8	1.4	3.3	1.3	2.8	2.0	2.5		2.2	2.0	1.9	2.3	1.4	3.1
48 QUINTARA - 24TH STREET	11	5	3	2	1	1	5	5	-	6	5	5	6	7	4
	1.9	2.3	2.1	3.3	0.7	1.4	1.6	3.1		1.9	2.0	1.9	2.0	1.9	2.1

Table 3 Page 4

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
56 RUTLAND	10	3	4	-	3	1	5	3	1	3	7	4	6	5	5
	1.8	1.4	2.9		2.0	1.4	1.6	1.9	3.1	1.0	2.7	1.5	2.0	1.4	2.6
29 SUNSET	9	4	1	1	3	-	4	5	-	5	4	5	3	8	1
	1.6	1.9	0.7	1.6	2.0		1.3	3.1		1.6	1.6	1.9	1.0	2.2	0.5
49 VAN NESS - MISSION	8	3	3	1	1	3	1	2	2	7	1	5	3	6	2
	1.4	1.4	2.1	1.6	0.7	4.2	0.3	1.2	6.3	2.2	0.4	1.9	1.0	1.7	1.0
14 / 14R MISSION/MISSION RAPID	6	2	3	-	1	-	4	2	-	3	3	-	6	4	2
	1.1	0.9	2.1		0.7		1.3	1.2		1.0	1.2		2.0	1.1	1.0
52 EXCELSIOR	6	2	1	1	2	1	3	2	-	4	2	3	3	6	-
	1.1	0.9	0.7	1.6	1.3	1.4	1.0	1.2		1.3	0.8	1.1	1.0	1.7	
12 FOLSOM - PACIFIC	5	1	3	-	1	1	3	-	1	3	2	1	4	2	3
	0.9	0.5	2.1		0.7	1.4	1.0		3.1	1.0	0.8	0.4	1.3	0.6	1.6
22 FILLMORE	5	3	1	-	1	-	1	3	1	1	4	3	2	3	2
	0.9	1.4	0.7		0.7		0.3	1.9	3.1	0.3	1.6	1.1	0.7	0.8	1.0
3 JACKSON	4	2	2	-	-	-	3	1	-	2	2	1	3	3	1
	0.7	0.9	1.4				1.0	0.6		0.6	0.8	0.4	1.0	0.8	0.5
31AX / 31BX BALBOA A / B EXPRESSES	4	1	-	1	2	-	3	1	-	2	2	2	2	3	1
	0.7	0.5		1.6	1.3		1.0	0.6		0.6	0.8	0.8	0.7	0.8	0.5
35 EUREKA	4	3	-	1	-	-	3	1	-	3	1	2	2	2	2
	0.7	1.4		1.6			1.0	0.6		1.0	0.4	0.8	0.7	0.6	1.0
36 TERESITA	4	-	2	-	2	-	3	1	-	1	3	2	2	4	-
	0.7		1.4		1.3		1.0	0.6		0.3	1.2	0.8	0.7	1.1	
1AX / 1BX CALIFORNIA A/B EXPRESSES	3	2	1	-	-	-	3	-	-	3	-	1	2	3	-
	0.5	0.9	0.7				1.0			1.0		0.4	0.7	0.8	

Table 3 Page 5

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	TOTAL	HOW OFTEN RIDE MUNI ======================= 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. ===================== EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM ========== YES	NO/DK	GENDER ========= MALE	FEMALE	VOTED IN SF IN LAST 2 YRS =========== YES	NO
19 POLK	3 0.5	2 0.9	-	-	1 0.7	1 1.4	-	1 0.6	1 3.1	2 0.6	1 0.4	-	3 1.0	3 0.8	-
37 CORBETT	3 0.5	1 0.5	1 0.7	-	1 0.7	1 1.4	1 0.3	1 0.6	-	2 0.6	1 0.4	1 0.4	2 0.7	3 0.8	-
NX JUDAH EXPRESS (BUS)	3 0.5	2 0.9	-	1 1.6	-	-	2 0.7	1 0.6	-	2 0.6	1 0.4	2 0.8	1 0.3	1 0.3	2 1.0
CABLE CAR - SPECIFY	3 0.5	1 0.5	1 0.7	1 1.6	-	2 2.8	1 0.3	-	-	2 0.6	1 0.4	-	3 1.0	2 0.6	1 0.5
2 CLEMENT	2 0.4	-	1 0.7	-	1 0.7	-	1 0.3	-	1 3.1	2 0.6	-	1 0.4	1 0.3	1 0.3	1 0.5
57 PARKMERCED	2 0.4	1 0.5	1 0.7	-	-	-	2 0.7	-	-	2 0.6	-	-	2 0.7	1 0.3	1 0.5
24 DIVISADERO	2 0.4	-	1 0.7	1 1.6	-	-	1 0.3	1 0.6	-	2 0.6	-	2 0.8	-	2 0.6	-
28 / 28R 19TH AVE / 19TH AVE RAPID	2 0.4	2 0.9	-	-	-	1 1.4	-	1 0.6	-	2 0.6	-	-	2 0.7	1 0.3	1 0.5
38 / 38R GEARY /GEARY RAPID	2 0.4	2 0.9	-	-	-	-	-	2 1.2	-	2 0.6	-	1 0.4	1 0.3	2 0.6	-
44 O'SHAUGHNESSY	2 0.4	2 0.9	-	-	-	-	2 0.7	-	-	1 0.3	1 0.4	2 0.8	-	2 0.6	-
55 16TH ST	2 0.4	-	-	1 1.6	1 0.7	-	2 0.7	-	-	1 0.3	1 0.4	1 0.4	1 0.3	1 0.3	-
18 46TH AVENUE	1 0.2	-	1 0.7	-	-	-	1 0.3	-	-	-	1 0.4	-	1 0.3	1 0.3	-

Table 3 Page 6

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
38AX / 38BX GEARY A / B EXPRESSES	1 0.2	1 0.5	-	-	-	-	-	1 0.6	-	1 0.3	-	1 0.4	-	1 0.3	-
7 / 7R HAIGHT - NORIEGA / HAIGHT/ NORIEGA RAPID	1 0.2	-	-	-	1 0.7	-	-	1 0.6	-	1 0.3	-	-	1 0.3	-	1 0.5
76X MARIN HEADLANDS EXP	1 0.2	1 0.5	-	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	1 0.3	-
80X-GATEWAY EXPRESS	1 0.2	1 0.5	-	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	1 0.3	-
83X MID-MARKET EXPRESS	1 0.2	1 0.5	-	-	-	1 1.4	-	-	-	1 0.3	-	-	1 0.3	1 0.3	-
91 OWL	1 0.2	1 0.5	-	-	-	-	-	1 0.6	-	1 0.3	-	1 0.4	-	1 0.3	-
25 TREASURE ISLAND	1 0.2	1 0.5	-	-	-	-	-	-	1 3.1	1 0.3	-	-	1 0.3	-	1 0.5

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Table 4 Page 7

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4A WHICH MUNI METRO/ UNDERGROUND LINE?

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - THOSE WHO USE A MUNI METRO LINE	229 100.0	76 100.0	58 100.0	25 100.0	70 100.0	26 100.0	126 100.0	65 100.0	12 100.0	141 100.0	88 100.0	118 100.0	111 100.0	155 100.0	71 100.0
N-JUDAH	71 31.0	27 35.5	20 34.5	6 24.0	18 25.7	9 34.6	38 30.2	18 27.7	6 50.0	46 32.6	25 28.4	41 34.7	30 27.0	52 33.5	18 25.4
L-TARAVAL	62 27.1	24 31.6	11 19.0	3 12.0	24 34.3	6 23.1	37 29.4	16 24.6	3 25.0	39 27.7	23 26.1	33 28.0	29 26.1	42 27.1	20 28.2
M-OCEAN VIEW	50 21.8	16 21.1	14 24.1	10 40.0	10 14.3	5 19.2	27 21.4	15 23.1	3 25.0	31 22.0	19 21.6	25 21.2	25 22.5	33 21.3	15 21.1
J-CHURCH	42 18.3	11 14.5	6 10.3	6 24.0	19 27.1	3 11.5	22 17.5	14 21.5	3 25.0	29 20.6	13 14.8	17 14.4	25 22.5	34 21.9	8 11.3
K-INGLESIDE	42 18.3	17 22.4	11 19.0	5 20.0	9 12.9	3 11.5	26 20.6	11 16.9	2 16.7	23 16.3	19 21.6	20 16.9	22 19.8	32 20.6	8 11.3
T-THIRD STREET	23 10.0	8 10.5	9 15.5	1 4.0	5 7.1	4 15.4	10 7.9	6 9.2	3 25.0	15 10.6	8 9.1	11 9.3	12 10.8	15 9.7	8 11.3
F-MARKET	21 9.2	7 9.2	8 13.8	2 8.0	4 5.7	1 3.8	12 9.5	7 10.8	1 8.3	13 9.2	8 9.1	13 11.0	8 7.2	17 11.0	4 5.6
MUNI METRO LINE (UNABLE TO SPECIFY)	12 5.2	2 2.6	6 10.3	-	4 5.7	4 15.4	7 5.6	1 1.5	-	7 5.0	5 5.7	6 5.1	6 5.4	8 5.2	4 5.6
S-CASTRO SHUTTLE	3 1.3	1 1.3	1 1.7	-	1 1.4	-	1 0.8	-	2 16.7	2 1.4	1 1.1	2 1.7	1 0.9	2 1.3	1 1.4

COREY, CANAPARY & GALANIS RESEARCH

Table 5 Page 8

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4B CABLE CAR LINE

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - THOSE WHO SAID THEY RIDE CABLE CAR	3	1	1	1	-	2	1	-	-	2	1	-	3	2	1
	100.0	100.0	100.0	100.0		100.0	100.0			100.0	100.0		100.0	100.0	100.0
CALIFORNIA STREET CABLE CAR	3	1	1	1	-	2	1	-	-	2	1	-	3	2	1
	100.0	100.0	100.0	100.0		100.0	100.0			100.0	100.0		100.0	100.0	100.0

COREY, CANAPARY & GALANIS RESEARCH

Table 6 Page 9

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MUNI METRO (J, K, L, ETC.) - SPECIFY	229	76	58	25	70	26	126	65	12	141	88	118	111	155	71
	40.3	35.3	41.4	41.0	46.1	36.6	41.4	40.4	37.5	45.0	34.5	44.4	36.9	42.7	37.0
N-JUDAH	71	27	20	6	18	9	38	18	6	46	25	41	30	52	18
	12.5	12.6	14.3	9.8	11.8	12.7	12.5	11.2	18.8	14.7	9.8	15.4	10.0	14.3	9.4
L-TARAVAL	62	24	11	3	24	6	37	16	3	39	23	33	29	42	20
	10.9	11.2	7.9	4.9	15.8	8.5	12.2	9.9	9.4	12.5	9.0	12.4	9.6	11.6	10.4
14X MISSION EXPRESS	57	24	15	3	15	8	28	17	4	19	38	25	32	34	21
	10.0	11.2	10.7	4.9	9.9	11.3	9.2	10.6	12.5	6.1	14.9	9.4	10.6	9.4	10.9
39 COIT	54	19	13	7	15	8	30	13	3	34	20	26	28	34	18
	9.5	8.8	9.3	11.5	9.9	11.3	9.9	8.1	9.4	10.9	7.8	9.8	9.3	9.4	9.4
M-OCEAN VIEW	50	16	14	10	10	5	27	15	3	31	19	25	25	33	15
	8.8	7.4	10.0	16.4	6.6	7.0	8.9	9.3	9.4	9.9	7.5	9.4	8.3	9.1	7.8
J-CHURCH	42	11	6	6	19	3	22	14	3	29	13	17	25	34	8
	7.4	5.1	4.3	9.8	12.5	4.2	7.2	8.7	9.4	9.3	5.1	6.4	8.3	9.4	4.2
K-INGLESIDE	42	17	11	5	9	3	26	11	2	23	19	20	22	32	8
	7.4	7.9	7.9	8.2	5.9	4.2	8.6	6.8	6.3	7.3	7.5	7.5	7.3	8.8	4.2
1 CALIFORNIA	35	14	7	7	7	8	18	8	1	21	14	14	21	30	5
	6.2	6.5	5.0	11.5	4.6	11.3	5.9	5.0	3.1	6.7	5.5	5.3	7.0	8.3	2.6
10 TOWNSEND	27	14	8	3	2	3	8	14	2	15	12	16	11	15	10
	4.8	6.5	5.7	4.9	1.3	4.2	2.6	8.7	6.3	4.8	4.7	6.0	3.7	4.1	5.2
5 / 5R FULTON / FULTON RAPID	25	6	6	4	9	4	15	5	1	14	11	11	14	16	9
	4.4	2.8	4.3	6.6	5.9	5.6	4.9	3.1	3.1	4.5	4.3	4.1	4.7	4.4	4.7

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
8AX / 8BX BAYSHORE A/B EXPRESSES	24	15	5	1	3	2	13	8	1	7	17	8	16	10	13
	4.2	7.0	3.6	1.6	2.0	2.8	4.3	5.0	3.1	2.2	6.7	3.0	5.3	2.8	6.8
27 BRYANT	23	7	9	2	5	4	15	3	1	16	7	11	12	14	9
	4.0	3.3	6.4	3.3	3.3	5.6	4.9	1.9	3.1	5.1	2.7	4.1	4.0	3.9	4.7
T-THIRD STREET	23	8	9	1	5	4	10	6	3	15	8	11	12	15	8
	4.0	3.7	6.4	1.6	3.3	5.6	3.3	3.7	9.4	4.8	3.1	4.1	4.0	4.1	4.2
23 MONTEREY	21	12	4	3	2	4	8	8	1	16	5	9	12	13	8
	3.7	5.6	2.9	4.9	1.3	5.6	2.6	5.0	3.1	5.1	2.0	3.4	4.0	3.6	4.2
F-MARKET	21	7	8	2	4	1	12	7	1	13	8	13	8	17	4
	3.7	3.3	5.7	3.3	2.6	1.4	3.9	4.3	3.1	4.2	3.1	4.9	2.7	4.7	2.1
7X NORIEGA EXPRESS	20	14	3	1	2	-	12	7	1	5	15	8	12	14	5
	3.5	6.5	2.1	1.6	1.3		3.9	4.3	3.1	1.6	5.9	3.0	4.0	3.9	2.6
30X MARINA EXPRESS	20	10	8	-	2	3	10	5	2	11	9	7	13	6	13
	3.5	4.7	5.7		1.3	4.2	3.3	3.1	6.3	3.5	3.5	2.6	4.3	1.7	6.8
54 FELTON	20	15	2	1	2	2	7	7	4	11	9	10	10	14	6
	3.5	7.0	1.4	1.6	1.3	2.8	2.3	4.3	12.5	3.5	3.5	3.8	3.3	3.9	3.1
9 / 9R SAN BRUNO / SAN BRUNO RAPID	18	11	2	1	4	1	6	9	2	8	10	5	13	11	7
	3.2	5.1	1.4	1.6	2.6	1.4	2.0	5.6	6.3	2.6	3.9	1.9	4.3	3.0	3.6
31 BALBOA	18	9	4	1	4	3	4	9	2	12	6	5	13	11	7
	3.2	4.2	2.9	1.6	2.6	4.2	1.3	5.6	6.3	3.8	2.4	1.9	4.3	3.0	3.6
45 UNION-STOCKTON	18	8	5	4	1	4	9	4	1	7	11	11	7	14	4
	3.2	3.7	3.6	6.6	0.7	5.6	3.0	2.5	3.1	2.2	4.3	4.1	2.3	3.9	2.1
47 VAN NESS	18	6	5	1	6	2	11	5	-	7	11	10	8	13	5
	3.2	2.8	3.6	1.6	3.9	2.8	3.6	3.1		2.2	4.3	3.8	2.7	3.6	2.6

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
8 BAYSHORE	17	7	6	1	3	3	8	5	1	7	10	8	9	15	2
	3.0	3.3	4.3	1.6	2.0	4.2	2.6	3.1	3.1	2.2	3.9	3.0	3.0	4.1	1.0
41 UNION	17	9	2	3	3	1	12	4	-	12	5	9	8	12	5
	3.0	4.2	1.4	4.9	2.0	1.4	3.9	2.5		3.8	2.0	3.4	2.7	3.3	2.6
30 STOCKTON	15	7	5	1	2	2	10	2	1	7	8	6	9	7	7
	2.6	3.3	3.6	1.6	1.3	2.8	3.3	1.2	3.1	2.2	3.1	2.3	3.0	1.9	3.6
6 HAIGHT-PARNASSUS	12	3	6	2	1	-	7	5	-	8	4	6	6	11	1
	2.1	1.4	4.3	3.3	0.7		2.3	3.1		2.6	1.6	2.3	2.0	3.0	0.5
21 HAYES	12	4	3	1	4	3	5	4	-	9	3	5	7	9	3
	2.1	1.9	2.1	1.6	2.6	4.2	1.6	2.5		2.9	1.2	1.9	2.3	2.5	1.6
33 ASHBURY-18TH	12	6	2	2	2	2	6	4	-	7	5	5	7	5	6
	2.1	2.8	1.4	3.3	1.3	2.8	2.0	2.5		2.2	2.0	1.9	2.3	1.4	3.1
MUNI METRO LINE (UNABLE TO SPECIFY)	12	2	6	-	4	4	7	1	-	7	5	6	6	8	4
	2.1	0.9	4.3		2.6	5.6	2.3	0.6		2.2	2.0	2.3	2.0	2.2	2.1
48 QUINTARA - 24TH STREET	11	5	3	2	1	1	5	5	-	6	5	5	6	7	4
	1.9	2.3	2.1	3.3	0.7	1.4	1.6	3.1		1.9	2.0	1.9	2.0	1.9	2.1
56 RUTLAND	10	3	4	-	3	1	5	3	1	3	7	4	6	5	5
	1.8	1.4	2.9		2.0	1.4	1.6	1.9	3.1	1.0	2.7	1.5	2.0	1.4	2.6
29 SUNSET	9	4	1	1	3	-	4	5	-	5	4	5	3	8	1
	1.6	1.9	0.7	1.6	2.0		1.3	3.1		1.6	1.6	1.9	1.0	2.2	0.5
49 VAN NESS - MISSION	8	3	3	1	1	3	1	2	2	7	1	5	3	6	2
	1.4	1.4	2.1	1.6	0.7	4.2	0.3	1.2	6.3	2.2	0.4	1.9	1.0	1.7	1.0
14 / 14R MISSION/MISSION RAPID	6	2	3	-	1	-	4	2	-	3	3	-	6	4	2
	1.1	0.9	2.1		0.7		1.3	1.2		1.0	1.2		2.0	1.1	1.0

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Table 6 Page 12

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
52 EXCELSIOR	6	2	1	1	2	1	3	2	-	4	2	3	3	6	-
	1.1	0.9	0.7	1.6	1.3	1.4	1.0	1.2		1.3	0.8	1.1	1.0	1.7	
12 FOLSOM - PACIFIC	5	1	3	-	1	1	3	-	1	3	2	1	4	2	3
	0.9	0.5	2.1		0.7	1.4	1.0		3.1	1.0	0.8	0.4	1.3	0.6	1.6
22 FILLMORE	5	3	1	-	1	-	1	3	1	1	4	3	2	3	2
	0.9	1.4	0.7		0.7		0.3	1.9	3.1	0.3	1.6	1.1	0.7	0.8	1.0
3 JACKSON	4	2	2	-	-	-	3	1	-	2	2	1	3	3	1
	0.7	0.9	1.4				1.0	0.6		0.6	0.8	0.4	1.0	0.8	0.5
31AX / 31BX BALBOA A / B EXPRESSES	4	1	-	1	2	-	3	1	-	2	2	2	2	3	1
	0.7	0.5		1.6	1.3		1.0	0.6		0.6	0.8	0.8	0.7	0.8	0.5
35 EUREKA	4	3	-	1	-	-	3	1	-	3	1	2	2	2	2
	0.7	1.4		1.6			1.0	0.6		1.0	0.4	0.8	0.7	0.6	1.0
36 TERESITA	4	-	2	-	2	-	3	1	-	1	3	2	2	4	-
	0.7		1.4		1.3		1.0	0.6		0.3	1.2	0.8	0.7	1.1	
1AX / 1BX CALIFORNIA A/B EXPRESSES	3	2	1	-	-	-	3	-	-	3	-	1	2	3	-
	0.5	0.9	0.7				1.0			1.0		0.4	0.7	0.8	
19 POLK	3	2	-	-	1	1	-	1	1	2	1	-	3	3	-
	0.5	0.9			0.7	1.4		0.6	3.1	0.6	0.4		1.0	0.8	
37 CORBETT	3	1	1	-	1	1	1	1	-	2	1	1	2	3	-
	0.5	0.5	0.7		0.7	1.4	0.3	0.6		0.6	0.4	0.4	0.7	0.8	
NX JUDAH EXPRESS (BUS)	3	2	-	1	-	-	2	1	-	2	1	2	1	1	2
	0.5	0.9		1.6			0.7	0.6		0.6	0.4	0.8	0.3	0.3	1.0
CABLE CAR - SPECIFY	3	1	1	1	-	2	1	-	-	2	1	-	3	2	1
	0.5	0.5	0.7	1.6		2.8	0.3			0.6	0.4		1.0	0.6	0.5

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
S-CASTRO SHUTTLE	3 0.5	1 0.5	1 0.7	-	1 0.7	-	1 0.3	-	2 6.3	2 0.6	1 0.4	2 0.8	1 0.3	2 0.6	1 0.5
CALIFORNIA STREET CABLE CAR	3 0.5	1 0.5	1 0.7	1 1.6	-	2 2.8	1 0.3	-	-	2 0.6	1 0.4	-	3 1.0	2 0.6	1 0.5
2 CLEMENT	2 0.4	-	1 0.7	-	1 0.7	-	1 0.3	-	1 3.1	2 0.6	-	1 0.4	1 0.3	1 0.3	1 0.5
57 PARKMERCED	2 0.4	1 0.5	1 0.7	-	-	-	2 0.7	-	-	2 0.6	-	-	2 0.7	1 0.3	1 0.5
24 DIVISADERO	2 0.4	-	1 0.7	1 1.6	-	-	1 0.3	1 0.6	-	2 0.6	-	2 0.8	-	2 0.6	-
28 / 28R 19TH AVE / 19TH AVE RAPID	2 0.4	2 0.9	-	-	-	1 1.4	-	1 0.6	-	2 0.6	-	-	2 0.7	1 0.3	1 0.5
38 / 38R GEARY /GEARY RAPID	2 0.4	2 0.9	-	-	-	-	-	2 1.2	-	2 0.6	-	1 0.4	1 0.3	2 0.6	-
44 O'SHAUGHNESSY	2 0.4	2 0.9	-	-	-	-	2 0.7	-	-	1 0.3	1 0.4	2 0.8	-	2 0.6	-
55 16TH ST	2 0.4	-	-	1 1.6	1 0.7	-	2 0.7	-	-	1 0.3	1 0.4	1 0.4	1 0.3	1 0.3	-
18 46TH AVENUE	1 0.2	-	1 0.7	-	-	-	1 0.3	-	-	-	1 0.4	-	1 0.3	1 0.3	-
38AX / 38BX GEARY A / B EXPRESSES	1 0.2	1 0.5	-	-	-	-	-	1 0.6	-	1 0.3	-	1 0.4	-	1 0.3	-
7 / 7R HAIGHT - NORIEGA / HAIGHT/ NORIEGA RAPID	1 0.2	-	-	-	1 0.7	-	-	1 0.6	-	1 0.3	-	-	1 0.3	-	1 0.5

Table 6 Page 14

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4/4A/4B (SUMMARY) WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
76X MARIN HEADLANDS EXP	1	1	-	-	-	-	1	-	-	1	-	-	1	1	-
	0.2	0.5					0.3			0.3			0.3	0.3	
80X-GATEWAY EXPRESS	1	1	-	-	-	-	1	-	-	1	-	-	1	1	-
	0.2	0.5					0.3			0.3			0.3	0.3	
83X MID-MARKET EXPRESS	1	1	-	-	-	1	-	-	-	1	-	-	1	1	-
	0.2	0.5				1.4				0.3			0.3	0.3	
91 OWL	1	1	-	-	-	-	-	1	-	1	-	1	-	1	-
	0.2	0.5						0.6		0.3		0.4		0.3	
25 TREASURE ISLAND	1	1	-	-	-	-	-	-	1	1	-	-	1	-	1
	0.2	0.5							3.1	0.3			0.3		0.5

COREY, CANAPARY & GALANIS RESEARCH

Table 7 Page 15

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q5 HOW OFTEN DO YOU RIDE MUNI?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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 OFTEN	215	215	-	-	-	23	112	67	13	119	96	98	117	128	82
	37.9	100.0				32.4	36.8	41.6	40.6	38.0	37.6	36.8	38.9	35.3	42.7
SEVERAL TIMES A WEEK	140	-	140	-	-	17	79	33	11	74	66	69	71	87	49
	24.6		100.0			23.9	26.0	20.5	34.4	23.6	25.9	25.9	23.6	24.0	25.5
ABOUT ONCE A WEEK	61	-	-	61	-	11	32	17	1	40	21	34	27	40	20
	10.7			100.0		15.5	10.5	10.6	3.1	12.8	8.2	12.8	9.0	11.0	10.4
TWO OR THREE TIMES A MONTH	61	-	-	-	61	10	32	16	3	38	23	36	24	46	15
	10.7				40.1	14.1	10.5	9.9	9.4	12.1	9.0	13.5	8.0	12.7	7.8
ABOUT ONCE A MONTH	37	-	-	-	37	5	22	10	-	16	21	13	24	20	15
	6.5				24.3	7.0	7.2	6.2		5.1	8.2	4.9	8.0	5.5	7.8
LESS THAN ONCE A MONTH	54	-	-	-	54	5	27	18	4	26	28	16	38	42	11
	9.5				35.5	7.0	8.9	11.2	12.5	8.3	11.0	6.0	12.6	11.6	5.7

COREY, CANAPARY & GALANIS RESEARCH

Table 8 Page 16

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q6 OVERALL, HOW WOULD YOU RATE MUNI'S SERVICE? WOULD YOU SAY [IT IS] . . .

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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)	71	23	17	11	20	71	-	-	-	37	34	36	35	39	30
	12.5	10.7	12.1	18.0	13.2	100.0				11.8	13.3	13.5	11.6	10.7	15.6
GOOD (3)	304	112	79	32	81	-	304	-	-	157	147	140	164	194	102
	53.5	52.1	56.4	52.5	53.3		100.0			50.2	57.6	52.6	54.5	53.4	53.1
FAIR (2)	161	67	33	17	44	-	-	161	-	98	63	78	82	109	49
	28.3	31.2	23.6	27.9	28.9			100.0		31.3	24.7	29.3	27.2	30.0	25.5
POOR (1)	32	13	11	1	7	-	-	-	32	21	11	12	20	21	11
	5.6	6.0	7.9	1.6	4.6				100.0	6.7	4.3	4.5	6.6	5.8	5.7
MEAN	2.73	2.67	2.73	2.87	2.75	4.00	3.00	2.00	1.00	2.67	2.80	2.75	2.71	2.69	2.79
STANDARD DEVIATION	0.75	0.75	0.78	0.72	0.74	0.00	0.00	0.00	0.00	0.77	0.72	0.74	0.76	0.74	0.77
STANDARD ERROR	0.03	0.05	0.07	0.09	0.06	0.00	0.00	0.00	0.00	0.04	0.04	0.05	0.04	0.04	0.06

Table 9 Page 17

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (OVERALL)

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MORE FREQUENT SERVICE	118	54	31	7	26	13	65	37	3	74	44	58	60	85	32
	20.8	25.1	22.1	11.5	17.1	18.3	21.4	23.0	9.4	23.6	17.3	21.8	19.9	23.4	16.7
VEHICLE/STATION CLEANLINESS	81	28	22	14	17	5	41	31	4	52	29	37	44	53	28
	14.3	13.0	15.7	23.0	11.2	7.0	13.5	19.3	12.5	16.6	11.4	13.9	14.6	14.6	14.6
OVERCROWDING	79	33	15	7	24	9	41	25	4	48	31	40	39	50	26
	13.9	15.3	10.7	11.5	15.8	12.7	13.5	15.5	12.5	15.3	12.2	15.0	13.0	13.8	13.5
BETTER ON-TIME PERFORMANCE	61	25	12	6	18	2	27	28	4	43	18	26	35	41	18
	10.7	11.6	8.6	9.8	11.8	2.8	8.9	17.4	12.5	13.7	7.1	9.8	11.6	11.3	9.4
EMPLOYEE HELPFULNESS/ PROFESSIONALISM/DISCIPLINE	45	20	12	8	5	3	20	18	4	29	16	19	26	31	13
	7.9	9.3	8.6	13.1	3.3	4.2	6.6	11.2	12.5	9.3	6.3	7.1	8.6	8.5	6.8
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, DRIVER NO SHOW, DOESN'T STOP, ETC)	43	19	12	2	10	3	16	17	7	24	19	21	22	27	15
	7.6	8.8	8.6	3.3	6.6	4.2	5.3	10.6	21.9	7.7	7.5	7.9	7.3	7.4	7.8
BETTER ENFORCEMENT (SENIOR/ DISABLED SEATING, FARE EVASION, VANDALISM/GRAFFITI, FOOD/DRINK/SMOKING)	37	11	13	5	8	2	20	14	1	19	18	21	15	30	7
	6.5	5.1	9.3	8.2	5.3	2.8	6.6	8.7	3.1	6.1	7.1	7.9	5.0	8.3	3.6
MORE ROUTES/MORE CONVENIENT ROUTES/STOPS/ CONNECTIONS/COMPLETED ROUTES	36	10	9	4	13	3	15	13	5	21	15	20	16	24	12
	6.3	4.7	6.4	6.6	8.6	4.2	4.9	8.1	15.6	6.7	5.9	7.5	5.3	6.6	6.3
IMPROVED/UPGRADED VEHICLES/ EQUIPMENT	35	18	7	1	9	3	20	11	1	20	15	24	11	23	11
	6.2	8.4	5.0	1.6	5.9	4.2	6.6	6.8	3.1	6.4	5.9	9.0	3.7	6.3	5.7

Table 9 Page 18

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (OVERALL)

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI – BUS STOPS, STATIONS, WEB SITE) ARE OFTEN INACCURATE	35	12	10	5	8	4	17	13	1	24	11	19	16	24	11
	6.2	5.6	7.1	8.2	5.3	5.6	5.6	8.1	3.1	7.7	4.3	7.1	5.3	6.6	5.7
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	32	7	14	-	11	4	12	12	4	17	15	11	21	20	12
	5.6	3.3	10.0		7.2	5.6	3.9	7.5	12.5	5.4	5.9	4.1	7.0	5.5	6.3
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	28	8	13	3	4	3	12	11	2	17	11	13	15	18	8
	4.9	3.7	9.3	4.9	2.6	4.2	3.9	6.8	6.3	5.4	4.3	4.9	5.0	5.0	4.2
SATISFIED WITH SERVICE/ OTHER POSITIVE COMENT	27	6	5	6	10	10	16	1	-	7	20	11	16	17	9
	4.8	2.8	3.6	9.8	6.6	14.1	5.3	0.6		2.2	7.8	4.1	5.3	4.7	4.7
BETTER PASSENGER SAFETY (FROM INJURY)	24	7	10	-	7	3	8	12	1	14	10	5	19	11	13
	4.2	3.3	7.1		4.6	4.2	2.6	7.5	3.1	4.5	3.9	1.9	6.3	3.0	6.8
FARES	24	8	5	3	8	3	7	10	4	7	17	11	13	12	12
	4.2	3.7	3.6	4.9	5.3	4.2	2.3	6.2	12.5	2.2	6.7	4.1	4.3	3.3	6.3
FASTER TRAVEL TIME/FEWER STOPS/BUS RIGHT OF WAY/ FASTER BOARDING	18	5	4	1	8	1	9	7	1	10	8	11	7	11	6
	3.2	2.3	2.9	1.6	5.3	1.4	3.0	4.3	3.1	3.2	3.1	4.1	2.3	3.0	3.1
BETTER DISABLED/SENIOR ACCESS	14	5	5	1	3	2	8	3	1	8	6	5	9	11	3
	2.5	2.3	3.6	1.6	2.0	2.8	2.6	1.9	3.1	2.6	2.4	1.9	3.0	3.0	1.6
TFI'S UNNECCESARY/INTRUSIVE/ INSENSITIVE	14	5	3	2	4	3	6	5	-	7	7	8	6	10	4
	2.5	2.3	2.1	3.3	2.6	4.2	2.0	3.1		2.2	2.7	3.0	2.0	2.8	2.1
TOO MANY HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES (SMELL/DIRTY/ETC.)	10	6	2	-	2	-	6	4	-	5	5	3	7	7	3
	1.8	2.8	1.4		1.3		2.0	2.5		1.6	2.0	1.1	2.3	1.9	1.6

Table 9 Page 19

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (OVERALL)

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	9	4	1	-	4	-	4	4	1	7	2	4	5	5	4
	1.6	1.9	0.7		2.6		1.3	2.5	3.1	2.2	0.8	1.5	1.7	1.4	2.1
SIMPLIFIED TICKET/PASS BUYING PROCESS	7	3	1	1	2	2	4	1	-	4	3	5	2	5	2
	1.2	1.4	0.7	1.6	1.3	2.8	1.3	0.6		1.3	1.2	1.9	0.7	1.4	1.0
BETTER RESPONSE TIME TO COMPLAINTS	1	1	-	-	-	-	-	1	-	1	-	-	1	1	-
	0.2	0.5						0.6		0.3			0.3	0.3	
DON'T KNOW/BLANK	78	32	12	10	24	13	51	10	4	33	45	36	42	44	32
	13.7	14.9	8.6	16.4	15.8	18.3	16.8	6.2	12.5	10.5	17.6	13.5	14.0	12.1	16.7

Table 10 Page 20

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (DON'T KNOW ANSWERS EXCLUDED)

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	490	183	128	51	128	58	253	151	28	280	210	230	259	319	160
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MORE FREQUENT SERVICE	118	54	31	7	26	13	65	37	3	74	44	58	60	85	32
	24.1	29.5	24.2	13.7	20.3	22.4	25.7	24.5	10.7	26.4	21.0	25.2	23.2	26.6	20.0
VEHICLE/STATION CLEANLINESS	81	28	22	14	17	5	41	31	4	52	29	37	44	53	28
	16.5	15.3	17.2	27.5	13.3	8.6	16.2	20.5	14.3	18.6	13.8	16.1	17.0	16.6	17.5
OVERCROWDING	79	33	15	7	24	9	41	25	4	48	31	40	39	50	26
	16.1	18.0	11.7	13.7	18.8	15.5	16.2	16.6	14.3	17.1	14.8	17.4	15.1	15.7	16.3
BETTER ON-TIME PERFORMANCE	61	25	12	6	18	2	27	28	4	43	18	26	35	41	18
	12.4	13.7	9.4	11.8	14.1	3.4	10.7	18.5	14.3	15.4	8.6	11.3	13.5	12.9	11.3
EMPLOYEE HELPFULNESS/ PROFESSIONALISM/DISCIPLINE	45	20	12	8	5	3	20	18	4	29	16	19	26	31	13
	9.2	10.9	9.4	15.7	3.9	5.2	7.9	11.9	14.3	10.4	7.6	8.3	10.0	9.7	8.1
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, DRIVER NO SHOW, DOESN'T STOP, ETC)	43	19	12	2	10	3	16	17	7	24	19	21	22	27	15
	8.8	10.4	9.4	3.9	7.8	5.2	6.3	11.3	25.0	8.6	9.0	9.1	8.5	8.5	9.4
BETTER ENFORCEMENT (SENIOR/ DISABLED SEATING, FARE EVASION, VANDALISM/GRAFFITI, FOOD/DRINK/SMOKING)	37	11	13	5	8	2	20	14	1	19	18	21	15	30	7
	7.6	6.0	10.2	9.8	6.3	3.4	7.9	9.3	3.6	6.8	8.6	9.1	5.8	9.4	4.4
MORE ROUTES/MORE CONVENIENT ROUTES/STOPS/ CONNECTIONS/COMPLETED ROUTES	36	10	9	4	13	3	15	13	5	21	15	20	16	24	12
	7.3	5.5	7.0	7.8	10.2	5.2	5.9	8.6	17.9	7.5	7.1	8.7	6.2	7.5	7.5
IMPROVED/UPGRADED VEHICLES/ EQUIPMENT	35	18	7	1	9	3	20	11	1	20	15	24	11	23	11
	7.1	9.8	5.5	2.0	7.0	5.2	7.9	7.3	3.6	7.1	7.1	10.4	4.2	7.2	6.9

Table 10 Page 21

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (DON'T KNOW ANSWERS EXCLUDED)

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI – BUS STOPS, STATIONS, WEB SITE) ARE OFTEN INACCURATE	35	12	10	5	8	4	17	13	1	24	11	19	16	24	11
	7.1	6.6	7.8	9.8	6.3	6.9	6.7	8.6	3.6	8.6	5.2	8.3	6.2	7.5	6.9
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	32	7	14	-	11	4	12	12	4	17	15	11	21	20	12
	6.5	3.8	10.9		8.6	6.9	4.7	7.9	14.3	6.1	7.1	4.8	8.1	6.3	7.5
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	28	8	13	3	4	3	12	11	2	17	11	13	15	18	8
	5.7	4.4	10.2	5.9	3.1	5.2	4.7	7.3	7.1	6.1	5.2	5.7	5.8	5.6	5.0
SATISFIED WITH SERVICE/ OTHER POSITIVE COMENT	27	6	5	6	10	10	16	1	-	7	20	11	16	17	9
	5.5	3.3	3.9	11.8	7.8	17.2	6.3	0.7		2.5	9.5	4.8	6.2	5.3	5.6
BETTER PASSENGER SAFETY (FROM INJURY)	24	7	10	-	7	3	8	12	1	14	10	5	19	11	13
	4.9	3.8	7.8		5.5	5.2	3.2	7.9	3.6	5.0	4.8	2.2	7.3	3.4	8.1
FARES	24	8	5	3	8	3	7	10	4	7	17	11	13	12	12
	4.9	4.4	3.9	5.9	6.3	5.2	2.8	6.6	14.3	2.5	8.1	4.8	5.0	3.8	7.5
FASTER TRAVEL TIME/FEWER STOPS/BUS RIGHT OF WAY/ FASTER BOARDING	18	5	4	1	8	1	9	7	1	10	8	11	7	11	6
	3.7	2.7	3.1	2.0	6.3	1.7	3.6	4.6	3.6	3.6	3.8	4.8	2.7	3.4	3.8
BETTER DISABLED/SENIOR ACCESS	14	5	5	1	3	2	8	3	1	8	6	5	9	11	3
	2.9	2.7	3.9	2.0	2.3	3.4	3.2	2.0	3.6	2.9	2.9	2.2	3.5	3.4	1.9
TFI'S UNNECCESARY/INTRUSIVE/ INSENSITIVE	14	5	3	2	4	3	6	5	-	7	7	8	6	10	4
	2.9	2.7	2.3	3.9	3.1	5.2	2.4	3.3		2.5	3.3	3.5	2.3	3.1	2.5
TOO MANY HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES (SMELL/DIRTY/ETC.)	10	6	2	-	2	-	6	4	-	5	5	3	7	7	3
	2.0	3.3	1.6		1.6		2.4	2.6		1.8	2.4	1.3	2.7	2.2	1.9

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q7 WHAT ASPECTS OF MUNI WOULD YOU MOST LIKE TO SEE IMPROVED? (DON'T KNOW ANSWERS EXCLUDED)

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	9	4	1	-	4	-	4	4	1	7	2	4	5	5	4
	1.8	2.2	0.8		3.1		1.6	2.6	3.6	2.5	1.0	1.7	1.9	1.6	2.5
SIMPLIFIED TICKET/PASS BUYING PROCESS	7	3	1	1	2	2	4	1	-	4	3	5	2	5	2
	1.4	1.6	0.8	2.0	1.6	3.4	1.6	0.7		1.4	1.4	2.2	0.8	1.6	1.3
BETTER RESPONSE TIME TO COMPLAINTS	1	1	-	-	-	-	-	1	-	1	-	-	1	1	-
	0.2	0.5						0.7		0.4			0.4	0.3	
DON'T KNOW/BLANK	78	32	12	10	24	13	51	10	4	33	45	36	42	44	32

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q8 RELIABILITY/ON-TIME PERFORMANCE

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	50	16	11	6	17	22	21	7	-	29	21	27	23	29	21
	8.8	7.4	7.9	9.8	11.2	31.0	6.9	4.3		9.3	8.2	10.2	7.6	8.0	10.9
GOOD	244	88	56	35	65	35	167	36	6	121	123	114	130	151	86
	43.0	40.9	40.0	57.4	42.8	49.3	54.9	22.4	18.8	38.7	48.2	42.9	43.2	41.6	44.8
FAIR	184	73	53	14	44	11	95	70	8	110	74	92	91	117	63
	32.4	34.0	37.9	23.0	28.9	15.5	31.3	43.5	25.0	35.1	29.0	34.6	30.2	32.2	32.8
POOR	82	37	20	5	20	2	16	46	18	50	32	31	51	60	21
	14.4	17.2	14.3	8.2	13.2	2.8	5.3	28.6	56.3	16.0	12.5	11.7	16.9	16.5	10.9
DON'T KNOW	8	1	-	1	6	1	5	2	-	3	5	2	6	6	1
	1.4	0.5		1.6	3.9	1.4	1.6	1.2		1.0	2.0	0.8	2.0	1.7	0.5
MEAN	2.47	2.39	2.41	2.70	2.54	3.10	2.65	2.03	1.63	2.42	2.53	2.52	2.42	2.42	2.56
STANDARD DEVIATION	0.85	0.86	0.83	0.77	0.87	0.76	0.69	0.83	0.79	0.87	0.82	0.83	0.87	0.86	0.83
STANDARD ERROR	0.04	0.06	0.07	0.10	0.07	0.09	0.04	0.07	0.14	0.05	0.05	0.05	0.05	0.05	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 12 Page 24

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q9 FEELING SAFE AND SECURE FROM CRIME WHILE ON A MUNI VEHICLE

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	57	20	12	12	13	20	24	11	2	32	25	28	29	31	25
	10.0	9.3	8.6	19.7	8.6	28.2	7.9	6.8	6.3	10.2	9.8	10.5	9.6	8.5	13.0
GOOD	251	99	64	27	61	30	155	54	12	139	112	121	130	149	98
	44.2	46.0	45.7	44.3	40.1	42.3	51.0	33.5	37.5	44.4	43.9	45.5	43.2	41.0	51.0
FAIR	175	60	45	12	58	16	90	64	5	101	74	87	87	128	43
	30.8	27.9	32.1	19.7	38.2	22.5	29.6	39.8	15.6	32.3	29.0	32.7	28.9	35.3	22.4
POOR	76	33	19	8	16	5	28	30	13	37	39	29	47	49	24
	13.4	15.3	13.6	13.1	10.5	7.0	9.2	18.6	40.6	11.8	15.3	10.9	15.6	13.5	12.5
DON'T KNOW	9	3	-	2	4	-	7	2	-	4	5	1	8	6	2
	1.6	1.4		3.3	2.6		2.3	1.2		1.3	2.0	0.4	2.7	1.7	1.0
MEAN	2.52	2.50	2.49	2.73	2.48	2.92	2.59	2.29	2.09	2.54	2.49	2.56	2.48	2.45	2.65
STANDARD DEVIATION	0.85	0.87	0.84	0.94	0.80	0.89	0.77	0.85	1.03	0.84	0.87	0.82	0.88	0.84	0.86
STANDARD ERROR	0.04	0.06	0.07	0.12	0.07	0.11	0.04	0.07	0.18	0.05	0.06	0.05	0.05	0.04	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 13 Page 25

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q10 FREQUENCY OF SERVICE

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	64	20	13	9	22	29	28	7	-	31	33	27	37	33	30
	11.3	9.3	9.3	14.8	14.5	40.8	9.2	4.3		9.9	12.9	10.2	12.3	9.1	15.6
GOOD	261	97	66	31	67	33	166	53	9	139	122	118	142	159	95
	46.0	45.1	47.1	50.8	44.1	46.5	54.6	32.9	28.1	44.4	47.8	44.4	47.2	43.8	49.5
FAIR	176	66	46	18	46	7	89	73	7	100	76	95	81	123	49
	31.0	30.7	32.9	29.5	30.3	9.9	29.3	45.3	21.9	31.9	29.8	35.7	26.9	33.9	25.5
POOR	63	32	15	2	14	1	19	27	16	40	23	25	38	44	18
	11.1	14.9	10.7	3.3	9.2	1.4	6.3	16.8	50.0	12.8	9.0	9.4	12.6	12.1	9.4
DON'T KNOW	4	-	-	1	3	1	2	1	-	3	1	1	3	4	-
	0.7			1.6	2.0	1.4	0.7	0.6		1.0	0.4	0.4	1.0	1.1	
MEAN	2.58	2.49	2.55	2.78	2.65	3.29	2.67	2.25	1.78	2.52	2.65	2.55	2.60	2.50	2.71
STANDARD DEVIATION	0.83	0.86	0.81	0.74	0.85	0.70	0.73	0.79	0.87	0.84	0.82	0.80	0.86	0.83	0.84
STANDARD ERROR	0.04	0.06	0.07	0.10	0.07	0.08	0.04	0.06	0.15	0.05	0.05	0.05	0.05	0.04	0.06

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q11 VEHICLE CLEANLINESS

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	33	10	11	4	8	11	18	3	1	13	20	16	17	19	14
	5.8	4.7	7.9	6.6	5.3	15.5	5.9	1.9	3.1	4.2	7.8	6.0	5.6	5.2	7.3
GOOD	209	67	45	26	71	37	116	46	10	117	92	97	112	136	69
	36.8	31.2	32.1	42.6	46.7	52.1	38.2	28.6	31.3	37.4	36.1	36.5	37.2	37.5	35.9
FAIR	219	88	53	21	57	19	125	65	10	126	93	105	113	137	74
	38.6	40.9	37.9	34.4	37.5	26.8	41.1	40.4	31.3	40.3	36.5	39.5	37.5	37.7	38.5
POOR	105	49	30	10	16	4	43	47	11	56	49	48	57	69	35
	18.5	22.8	21.4	16.4	10.5	5.6	14.1	29.2	34.4	17.9	19.2	18.0	18.9	19.0	18.2
DON'T KNOW	2	1	1	-	-	-	2	-	-	1	1	-	2	2	-
	0.4	0.5	0.7				0.7			0.3	0.4		0.7	0.6	
MEAN	2.30	2.18	2.27	2.39	2.47	2.77	2.36	2.03	2.03	2.28	2.33	2.30	2.30	2.29	2.32
STANDARD DEVIATION	0.84	0.84	0.89	0.84	0.75	0.78	0.80	0.81	0.90	0.80	0.88	0.83	0.84	0.83	0.86
STANDARD ERROR	0.04	0.06	0.08	0.11	0.06	0.09	0.05	0.06	0.16	0.05	0.05	0.05	0.05	0.04	0.06

Table 15 Page 27

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q12 MANGING CROWDING ON MUNI VEHICLES

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	21	7	4	5	5	11	6	4	-	10	11	11	10	13	7
	3.7	3.3	2.9	8.2	3.3	15.5	2.0	2.5		3.2	4.3	4.1	3.3	3.6	3.6
GOOD	159	58	34	23	44	28	89	36	6	78	81	72	87	93	62
	28.0	27.0	24.3	37.7	28.9	39.4	29.3	22.4	18.8	24.9	31.8	27.1	28.9	25.6	32.3
FAIR	213	75	55	19	64	20	134	52	7	125	88	101	111	134	76
	37.5	34.9	39.3	31.1	42.1	28.2	44.1	32.3	21.9	39.9	34.5	38.0	36.9	36.9	39.6
POOR	159	70	43	13	33	11	66	65	17	91	68	75	84	110	44
	28.0	32.6	30.7	21.3	21.7	15.5	21.7	40.4	53.1	29.1	26.7	28.2	27.9	30.3	22.9
DON'T KNOW	16	5	4	1	6	1	9	4	2	9	7	7	9	13	3
	2.8	2.3	2.9	1.6	3.9	1.4	3.0	2.5	6.3	2.9	2.7	2.6	3.0	3.6	1.6
MEAN	2.08	2.01	1.99	2.33	2.14	2.56	2.12	1.87	1.63	2.02	2.14	2.07	2.08	2.03	2.17
STANDARD DEVIATION	0.85	0.86	0.83	0.91	0.81	0.94	0.77	0.86	0.81	0.83	0.87	0.86	0.85	0.85	0.83
STANDARD ERROR	0.04	0.06	0.07	0.12	0.07	0.11	0.04	0.07	0.15	0.05	0.06	0.05	0.05	0.05	0.06

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q13 OPERATOR (DRIVER) HELPFULNESS

	TOTAL	HOW OFTEN RIDE MUNI ====================				RATING OF MUNI SVC. ====================				VISITED SFMTA.COM ==========		GENDER =========		VOTED IN SF IN LAST 2 YRS ===========	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	111	46	25	9	31	34	55	21	1	56	55	56	55	64	44
	19.5	21.4	17.9	14.8	20.4	47.9	18.1	13.0	3.1	17.9	21.6	21.1	18.3	17.6	22.9
GOOD	266	87	64	39	76	29	161	63	13	147	119	126	139	174	87
	46.8	40.5	45.7	63.9	50.0	40.8	53.0	39.1	40.6	47.0	46.7	47.4	46.2	47.9	45.3
FAIR	131	65	31	9	26	6	67	51	7	75	56	55	76	81	46
	23.1	30.2	22.1	14.8	17.1	8.5	22.0	31.7	21.9	24.0	22.0	20.7	25.2	22.3	24.0
POOR	48	17	15	3	13	2	13	24	9	27	21	24	24	35	12
	8.5	7.9	10.7	4.9	8.6	2.8	4.3	14.9	28.1	8.6	8.2	9.0	8.0	9.6	6.3
DON'T KNOW	12	-	5	1	6	-	8	2	2	8	4	5	7	9	3
	2.1		3.6	1.6	3.9		2.6	1.2	6.3	2.6	1.6	1.9	2.3	2.5	1.6
MEAN	2.79	2.75	2.73	2.90	2.86	3.34	2.87	2.51	2.20	2.76	2.83	2.82	2.77	2.75	2.86
STANDARD DEVIATION	0.86	0.88	0.89	0.71	0.85	0.75	0.76	0.91	0.92	0.85	0.87	0.87	0.85	0.86	0.85
STANDARD ERROR	0.04	0.06	0.08	0.09	0.07	0.09	0.04	0.07	0.17	0.05	0.05	0.05	0.05	0.05	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 17 Page 29

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q14 ACCESIBILITY FOR RIDERS WITH DISABILITIES

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	188	77	48	20	43	47	89	41	11	109	79	100	88	117	70
	33.1	35.8	34.3	32.8	28.3	66.2	29.3	25.5	34.4	34.8	31.0	37.6	29.2	32.2	36.5
GOOD	252	91	68	28	65	18	154	72	8	124	128	117	134	153	89
	44.4	42.3	48.6	45.9	42.8	25.4	50.7	44.7	25.0	39.6	50.2	44.0	44.5	42.1	46.4
FAIR	62	29	12	7	14	3	26	27	6	35	27	19	43	44	16
	10.9	13.5	8.6	11.5	9.2	4.2	8.6	16.8	18.8	11.2	10.6	7.1	14.3	12.1	8.3
POOR	17	2	6	2	7	-	8	4	5	8	9	8	9	13	4
	3.0	0.9	4.3	3.3	4.6		2.6	2.5	15.6	2.6	3.5	3.0	3.0	3.6	2.1
DON'T KNOW	49	16	6	4	23	3	27	17	2	37	12	22	27	36	13
	8.6	7.4	4.3	6.6	15.1	4.2	8.9	10.6	6.3	11.8	4.7	8.3	9.0	9.9	6.8
MEAN	3.18	3.22	3.18	3.16	3.12	3.65	3.17	3.04	2.83	3.21	3.14	3.27	3.10	3.14	3.26
STANDARD DEVIATION	0.76	0.73	0.77	0.77	0.81	0.57	0.71	0.77	1.12	0.77	0.75	0.74	0.78	0.80	0.71
STANDARD ERROR	0.03	0.05	0.07	0.10	0.07	0.07	0.04	0.06	0.20	0.05	0.05	0.05	0.05	0.04	0.05

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q15 COMMUNICATION WITH RIDERS

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	50	20	8	8	14	17	29	3	1	25	25	24	26	29	21
	8.8	9.3	5.7	13.1	9.2	23.9	9.5	1.9	3.1	8.0	9.8	9.0	8.6	8.0	10.9
GOOD	222	79	54	27	62	28	134	52	8	124	98	112	109	144	76
	39.1	36.7	38.6	44.3	40.8	39.4	44.1	32.3	25.0	39.6	38.4	42.1	36.2	39.7	39.6
FAIR	204	79	51	18	56	21	102	71	10	105	99	92	112	121	75
	35.9	36.7	36.4	29.5	36.8	29.6	33.6	44.1	31.3	33.5	38.8	34.6	37.2	33.3	39.1
POOR	71	33	23	4	11	2	27	30	12	50	21	33	38	52	17
	12.5	15.3	16.4	6.6	7.2	2.8	8.9	18.6	37.5	16.0	8.2	12.4	12.6	14.3	8.9
DON'T KNOW	21	4	4	4	9	3	12	5	1	9	12	5	16	17	3
	3.7	1.9	2.9	6.6	5.9	4.2	3.9	3.1	3.1	2.9	4.7	1.9	5.3	4.7	1.6
MEAN	2.46	2.41	2.35	2.68	2.55	2.88	2.57	2.18	1.94	2.41	2.52	2.49	2.43	2.43	2.53
STANDARD DEVIATION	0.83	0.86	0.83	0.81	0.78	0.82	0.79	0.76	0.89	0.86	0.79	0.83	0.83	0.85	0.81
STANDARD ERROR	0.04	0.06	0.07	0.11	0.06	0.10	0.05	0.06	0.16	0.05	0.05	0.05	0.05	0.05	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 19 Page 31

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q16 FEELING SAFE AND SECURE WHILE WAITING AT A MUNI STOP OR STATION

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	54	17	15	13	9	18	26	9	1	27	27	30	24	36	16
	9.5	7.9	10.7	21.3	5.9	25.4	8.6	5.6	3.1	8.6	10.6	11.3	8.0	9.9	8.3
GOOD	278	103	66	31	78	35	176	55	12	160	118	132	145	177	96
	48.9	47.9	47.1	50.8	51.3	49.3	57.9	34.2	37.5	51.1	46.3	49.6	48.2	48.8	50.0
FAIR	175	68	41	13	53	16	78	72	9	96	79	79	96	114	56
	30.8	31.6	29.3	21.3	34.9	22.5	25.7	44.7	28.1	30.7	31.0	29.7	31.9	31.4	29.2
POOR	53	23	16	3	11	2	19	23	9	23	30	21	32	31	22
	9.3	10.7	11.4	4.9	7.2	2.8	6.3	14.3	28.1	7.3	11.8	7.9	10.6	8.5	11.5
DON'T KNOW	8	4	2	1	1	-	5	2	1	7	1	4	4	5	2
	1.4	1.9	1.4	1.6	0.7		1.6	1.2	3.1	2.2	0.4	1.5	1.3	1.4	1.0
MEAN	2.59	2.54	2.58	2.90	2.56	2.97	2.70	2.31	2.16	2.62	2.56	2.65	2.54	2.61	2.56
STANDARD DEVIATION	0.79	0.79	0.84	0.80	0.72	0.77	0.72	0.79	0.90	0.75	0.84	0.79	0.79	0.78	0.81
STANDARD ERROR	0.03	0.05	0.07	0.10	0.06	0.09	0.04	0.06	0.16	0.04	0.05	0.05	0.05	0.04	0.06

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q17 TRIPS TAKE A REASONABLE AMOUNT OF TIME

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	68	22	14	9	23	24	41	2	1	39	29	34	34	41	26
	12.0	10.2	10.0	14.8	15.1	33.8	13.5	1.2	3.1	12.5	11.4	12.8	11.3	11.3	13.5
GOOD	304	111	78	33	82	36	194	64	10	151	153	139	165	198	99
	53.5	51.6	55.7	54.1	53.9	50.7	63.8	39.8	31.3	48.2	60.0	52.3	54.8	54.5	51.6
FAIR	155	67	37	16	35	11	57	78	9	93	62	72	82	93	57
	27.3	31.2	26.4	26.2	23.0	15.5	18.8	48.4	28.1	29.7	24.3	27.1	27.2	25.6	29.7
POOR	40	14	11	3	12	-	11	17	12	29	11	21	19	31	9
	7.0	6.5	7.9	4.9	7.9		3.6	10.6	37.5	9.3	4.3	7.9	6.3	8.5	4.7
DON'T KNOW	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1
	0.2	0.5					0.3			0.3			0.3		0.5
MEAN	2.71	2.66	2.68	2.79	2.76	3.18	2.87	2.32	2.00	2.64	2.78	2.70	2.71	2.69	2.74
STANDARD DEVIATION	0.77	0.75	0.76	0.76	0.80	0.68	0.67	0.67	0.92	0.82	0.70	0.79	0.75	0.78	0.75
STANDARD ERROR	0.03	0.05	0.06	0.10	0.07	0.08	0.04	0.05	0.16	0.05	0.04	0.05	0.04	0.04	0.05

Table 21 Page 33

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q18. DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: "MUNI IS A GOOD VALUE FOR THE MONEY"

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AGREE STRONGLY	220	81	51	26	62	45	134	35	6	101	119	102	118	145	70
	38.7	37.7	36.4	42.6	40.8	63.4	44.1	21.7	18.8	32.3	46.7	38.3	39.2	39.9	36.5
AGREE SOMEWHAT	249	88	61	26	74	20	138	79	12	154	95	112	136	158	87
	43.8	40.9	43.6	42.6	48.7	28.2	45.4	49.1	37.5	49.2	37.3	42.1	45.2	43.5	45.3
DISAGREE SOMEWHAT	65	29	22	7	7	3	23	35	4	36	29	36	29	38	25
	11.4	13.5	15.7	11.5	4.6	4.2	7.6	21.7	12.5	11.5	11.4	13.5	9.6	10.5	13.0
DISAGREE STRONGLY	29	16	5	2	6	2	7	10	10	20	9	14	15	17	10
	5.1	7.4	3.6	3.3	3.9	2.8	2.3	6.2	31.3	6.4	3.5	5.3	5.0	4.7	5.2
DON'T KNOW	5	1	1	-	3	1	2	2	-	2	3	2	3	5	-
	0.9	0.5	0.7		2.0	1.4	0.7	1.2		0.6	1.2	0.8	1.0	1.4	
MEAN	3.17	3.09	3.14	3.25	3.29	3.54	3.32	2.87	2.44	3.08	3.29	3.14	3.20	3.20	3.13
STANDARD DEVIATION	0.83	0.90	0.81	0.79	0.74	0.72	0.71	0.82	1.13	0.83	0.81	0.85	0.81	0.81	0.83
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.09	0.04	0.07	0.20	0.05	0.05	0.05	0.05	0.04	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 22 Page 34

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

**Q19. THINK ABOUT YOUR WALK TO THE BUS STOP ON A TYPICAL MUNI TRIP. WOULD YOU CONSIDER WALKING A LONGER DISTANCE TO YOUR MUNI STOP IF YOU KNEW IT WOULD REDUCE
YOUR OVERALL TRAVEL TIME?**

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	332	126	77	38	91	42	167	107	16	218	114	173	158	216	108
	58.5	58.6	55.0	62.3	59.9	59.2	54.9	66.5	50.0	69.6	44.7	65.0	52.5	59.5	56.3
NO	207	79	58	16	54	26	119	46	16	87	120	80	127	129	74
	36.4	36.7	41.4	26.2	35.5	36.6	39.1	28.6	50.0	27.8	47.1	30.1	42.2	35.5	38.5
DO NOT WALK TO MY STOP	3	2	-	-	1	1	2	-	-	1	2	1	2	1	2
	0.5	0.9			0.7	1.4	0.7			0.3	0.8	0.4	0.7	0.3	1.0
DON'T KNOW	26	8	5	7	6	2	16	8	-	7	19	12	14	17	8
	4.6	3.7	3.6	11.5	3.9	2.8	5.3	5.0		2.2	7.5	4.5	4.7	4.7	4.2

Table 23 Page 35

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q20. HAVE YOU EVER VISITED MUNI'S WEB SITE - SFMTA.COM?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - TOTAL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	313	119	74	40	80	37	157	98	21	313	-	162	150	219	90
	55.1	55.3	52.9	65.6	52.6	52.1	51.6	60.9	65.6	100.0		60.9	49.8	60.3	46.9
NO	250	96	66	21	67	34	144	62	10	-	250	101	149	141	100
	44.0	44.7	47.1	34.4	44.1	47.9	47.4	38.5	31.3		98.0	38.0	49.5	38.8	52.1
DON'T KNOW	5	-	-	-	5	-	3	1	1	-	5	3	2	3	2
	0.9				3.3		1.0	0.6	3.1		2.0	1.1	0.7	0.8	1.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q21 HOW WOULD YOU RATE MUNI'S WEBSITE OVERALL

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - VISITED WEBSITE	313	119	74	40	80	37	157	98	21	313	-	162	150	219	90
	100.0	100.0	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	38	10	12	8	8	12	18	8	-	38	-	22	16	19	18
	12.1	8.4	16.2	20.0	10.0	32.4	11.5	8.2		12.1		13.6	10.7	8.7	20.0
GOOD	128	52	21	22	33	19	62	39	8	128	-	73	55	90	36
	40.9	43.7	28.4	55.0	41.3	51.4	39.5	39.8	38.1	40.9		45.1	36.7	41.1	40.0
FAIR	100	40	30	5	25	5	53	35	7	100	-	44	55	72	27
	31.9	33.6	40.5	12.5	31.3	13.5	33.8	35.7	33.3	31.9		27.2	36.7	32.9	30.0
POOR	24	11	8	2	3	-	12	7	5	24	-	15	9	17	7
	7.7	9.2	10.8	5.0	3.8		7.6	7.1	23.8	7.7		9.3	6.0	7.8	7.8
DON'T KNOW	23	6	3	3	11	1	12	9	1	23	-	8	15	21	2
	7.3	5.0	4.1	7.5	13.8	2.7	7.6	9.2	4.8	7.3		4.9	10.0	9.6	2.2
MEAN	2.62	2.54	2.52	2.97	2.67	3.19	2.59	2.54	2.15	2.62	-	2.66	2.58	2.56	2.74
STANDARD DEVIATION	0.82	0.79	0.91	0.76	0.74	0.67	0.81	0.77	0.81	0.82		0.84	0.79	0.78	0.88
STANDARD ERROR	0.05	0.07	0.11	0.13	0.09	0.11	0.07	0.08	0.18	0.05		0.07	0.07	0.06	0.09

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q22 IN GENERAL HOW FAMILIAR ARE YOU WITH THE SFMTA AND ITS RESPONSIBILITIES?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	93	35	27	8	23	10	42	33	8	72	21	59	33	71	21
	16.4	16.3	19.3	13.1	15.1	14.1	13.8	20.5	25.0	23.0	8.2	22.2	11.0	19.6	10.9
SOMEWHAT FAMILIAR	199	70	44	29	56	32	105	53	9	136	63	99	100	140	55
	35.0	32.6	31.4	47.5	36.8	45.1	34.5	32.9	28.1	43.5	24.7	37.2	33.2	38.6	28.6
NOT TOO FAMILIAR	148	55	34	16	43	15	82	44	7	75	73	63	85	101	45
	26.1	25.6	24.3	26.2	28.3	21.1	27.0	27.3	21.9	24.0	28.6	23.7	28.2	27.8	23.4
NOT AT ALL FAMILIAR	124	54	34	7	29	13	72	31	8	27	97	42	82	50	69
	21.8	25.1	24.3	11.5	19.1	18.3	23.7	19.3	25.0	8.6	38.0	15.8	27.2	13.8	35.9
DON'T KNOW	4	1	1	1	1	1	3	-	-	3	1	3	1	1	2
	0.7	0.5	0.7	1.6	0.7	1.4	1.0			1.0	0.4	1.1	0.3	0.3	1.0
MEAN	2.46	2.40	2.46	2.63	2.48	2.56	2.39	2.55	2.53	2.82	2.03	2.67	2.28	2.64	2.15
STANDARD DEVIATION	1.01	1.04	1.07	0.86	0.97	0.96	1.00	1.02	1.14	0.89	0.98	1.00	0.99	0.95	1.04
STANDARD ERROR	0.04	0.07	0.09	0.11	0.08	0.11	0.06	0.08	0.20	0.05	0.06	0.06	0.06	0.05	0.08

Table 26 Page 38

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q23. DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: "MOST MUNI PASSENGERS ARE CONSIDERATE OF ONE ANOTHER"

	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	SFMTA.COM YES	NO/DK	MALE	FEMALE	2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AGREE STRONGLY	87	29	25	11	22	18	51	14	4	50	37	38	49	61	23
	15.3	13.5	17.9	18.0	14.5	25.4	16.8	8.7	12.5	16.0	14.5	14.3	16.3	16.8	12.0
AGREE SOMEWHAT	318	122	70	36	90	40	165	96	17	188	130	159	158	200	111
	56.0	56.7	50.0	59.0	59.2	56.3	54.3	59.6	53.1	60.1	51.0	59.8	52.5	55.1	57.8
DISAGREE SOMEWHAT	94	36	27	11	20	5	54	29	6	44	50	43	51	54	38
	16.5	16.7	19.3	18.0	13.2	7.0	17.8	18.0	18.8	14.1	19.6	16.2	16.9	14.9	19.8
DISAGREE STRONGLY	56	20	17	2	17	6	25	21	4	28	28	23	33	41	15
	9.9	9.3	12.1	3.3	11.2	8.5	8.2	13.0	12.5	8.9	11.0	8.6	11.0	11.3	7.8
DON'T KNOW	13	8	1	1	3	2	9	1	1	3	10	3	10	7	5
	2.3	3.7	0.7	1.6	2.0	2.8	3.0	0.6	3.1	1.0	3.9	1.1	3.3	1.9	2.6
MEAN	2.79	2.77	2.74	2.93	2.79	3.01	2.82	2.64	2.68	2.84	2.72	2.81	2.77	2.79	2.76
STANDARD DEVIATION	0.83	0.81	0.90	0.71	0.83	0.83	0.82	0.82	0.87	0.80	0.86	0.79	0.86	0.86	0.77
STANDARD ERROR	0.04	0.06	0.08	0.09	0.07	0.10	0.05	0.06	0.16	0.05	0.05	0.05	0.05	0.05	0.06

COREY, CANAPARY & GALANIS RESEARCH

Table 27 Page 39

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24A SFMTA PRIORITIES: BLOCKING THE AISLE WITH BAGS, STROLLERS, OR OTHER ITEMS

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	87	39	24	8	16	9	37	36	5	38	49	43	43	56	31
	15.3	18.1	17.1	13.1	10.5	12.7	12.2	22.4	15.6	12.1	19.2	16.2	14.3	15.4	16.1
4	94	39	19	10	26	10	49	29	6	52	42	39	55	62	29
	16.5	18.1	13.6	16.4	17.1	14.1	16.1	18.0	18.8	16.6	16.5	14.7	18.3	17.1	15.1
3	164	70	38	16	40	17	90	50	7	106	58	79	85	104	58
	28.9	32.6	27.1	26.2	26.3	23.9	29.6	31.1	21.9	33.9	22.7	29.7	28.2	28.7	30.2
2	134	38	30	17	49	21	73	32	8	75	59	70	64	87	45
	23.6	17.7	21.4	27.9	32.2	29.6	24.0	19.9	25.0	24.0	23.1	26.3	21.3	24.0	23.4
NOT A PRIORITY (1)	85	28	27	10	20	14	52	14	5	41	44	34	51	53	28
	15.0	13.0	19.3	16.4	13.2	19.7	17.1	8.7	15.6	13.1	17.3	12.8	16.9	14.6	14.6
DON'T KNOW	4	1	2	-	1	-	3	-	1	1	3	1	3	1	1
	0.7	0.5	1.4		0.7		1.0		3.1	0.3	1.2	0.4	1.0	0.3	0.5
MEAN	2.94	3.11	2.88	2.82	2.79	2.70	2.82	3.25	2.94	2.91	2.97	2.95	2.92	2.95	2.95
STANDARD DEVIATION	1.27	1.27	1.35	1.27	1.19	1.29	1.25	1.25	1.34	1.19	1.37	1.26	1.29	1.27	1.28
STANDARD ERROR	0.05	0.09	0.12	0.16	0.10	0.15	0.07	0.10	0.24	0.07	0.09	0.08	0.07	0.07	0.09

Table 28 Page 40

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24B SFMTA PRIORITIES: PUSHING OR BUMPING OF PASSENGERS

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	83	44	19	3	17	5	36	34	8	46	37	28	55	45	34
	14.6	20.5	13.6	4.9	11.2	7.0	11.8	21.1	25.0	14.7	14.5	10.5	18.3	12.4	17.7
4	94	38	19	10	27	8	53	27	6	48	46	38	56	57	36
	16.5	17.7	13.6	16.4	17.8	11.3	17.4	16.8	18.8	15.3	18.0	14.3	18.6	15.7	18.8
3	146	48	41	14	43	13	83	44	6	93	53	79	67	102	42
	25.7	22.3	29.3	23.0	28.3	18.3	27.3	27.3	18.8	29.7	20.8	29.7	22.3	28.1	21.9
2	140	49	39	20	32	23	74	37	6	86	54	69	70	95	44
	24.6	22.8	27.9	32.8	21.1	32.4	24.3	23.0	18.8	27.5	21.2	25.9	23.3	26.2	22.9
NOT A PRIORITY (1)	102	35	21	14	32	22	55	19	6	38	64	51	51	63	35
	18.0	16.3	15.0	23.0	21.1	31.0	18.1	11.8	18.8	12.1	25.1	19.2	16.9	17.4	18.2
DON'T KNOW	3	1	1	-	1	-	3	-	-	2	1	1	2	1	1
	0.5	0.5	0.7		0.7		1.0			0.6	0.4	0.4	0.7	0.3	0.5
MEAN	2.85	3.03	2.83	2.48	2.77	2.31	2.80	3.12	3.13	2.93	2.76	2.71	2.98	2.80	2.95
STANDARD DEVIATION	1.31	1.38	1.24	1.16	1.28	1.23	1.26	1.31	1.48	1.23	1.39	1.23	1.36	1.26	1.37
STANDARD ERROR	0.05	0.09	0.11	0.15	0.10	0.15	0.07	0.10	0.26	0.07	0.09	0.08	0.08	0.07	0.10

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24C SFMTA PRIORITIES:TAKING UP MORE THAN ONE SEAT

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	67	35	14	3	15	4	34	26	3	35	32	28	38	34	30
	11.8	16.3	10.0	4.9	9.9	5.6	11.2	16.1	9.4	11.2	12.5	10.5	12.6	9.4	15.6
4	99	36	24	13	26	11	53	30	5	51	48	49	50	67	28
	17.4	16.7	17.1	21.3	17.1	15.5	17.4	18.6	15.6	16.3	18.8	18.4	16.6	18.5	14.6
3	134	49	31	13	41	10	75	38	11	77	57	63	71	83	49
	23.6	22.8	22.1	21.3	27.0	14.1	24.7	23.6	34.4	24.6	22.4	23.7	23.6	22.9	25.5
2	132	50	38	18	26	19	71	36	6	79	53	66	66	92	39
	23.2	23.3	27.1	29.5	17.1	26.8	23.4	22.4	18.8	25.2	20.8	24.8	21.9	25.3	20.3
NOT A PRIORITY (1)	131	44	31	14	42	26	69	29	7	68	63	58	73	86	43
	23.1	20.5	22.1	23.0	27.6	36.6	22.7	18.0	21.9	21.7	24.7	21.8	24.3	23.7	22.4
DON'T KNOW	5	1	2	-	2	1	2	2	-	3	2	2	3	1	3
	0.9	0.5	1.4		1.3	1.4	0.7	1.2		1.0	0.8	0.8	1.0	0.3	1.6
MEAN	2.71	2.85	2.65	2.56	2.64	2.26	2.71	2.92	2.72	2.70	2.74	2.71	2.71	2.64	2.80
STANDARD DEVIATION	1.32	1.37	1.28	1.20	1.32	1.27	1.30	1.34	1.25	1.29	1.36	1.29	1.34	1.28	1.37
STANDARD ERROR	0.06	0.09	0.11	0.15	0.11	0.15	0.07	0.11	0.22	0.07	0.09	0.08	0.08	0.07	0.10

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24D SFMTA PRIORITIES: NOT GIVING UP A SEAT TO SENIORS AND THOSE WITH DISABILITIES

	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	150	68	34	14	34	18	77	46	9	72	78	64	86	97	47
	26.4	31.6	24.3	23.0	22.4	25.4	25.3	28.6	28.1	23.0	30.6	24.1	28.6	26.7	24.5
4	113	48	27	12	26	8	69	30	6	65	48	53	59	72	40
	19.9	22.3	19.3	19.7	17.1	11.3	22.7	18.6	18.8	20.8	18.8	19.9	19.6	19.8	20.8
3	94	32	20	10	32	10	50	30	4	52	42	47	47	64	28
	16.5	14.9	14.3	16.4	21.1	14.1	16.4	18.6	12.5	16.6	16.5	17.7	15.6	17.6	14.6
2	104	35	31	11	27	11	62	25	6	67	37	54	50	66	37
	18.3	16.3	22.1	18.0	17.8	15.5	20.4	15.5	18.8	21.4	14.5	20.3	16.6	18.2	19.3
NOT A PRIORITY (1)	104	31	27	14	32	24	44	30	6	54	50	46	58	62	40
	18.3	14.4	19.3	23.0	21.1	33.8	14.5	18.6	18.8	17.3	19.6	17.3	19.3	17.1	20.8
DON'T KNOW	3	1	1	-	1	-	2	-	1	3	-	2	1	2	-
	0.5	0.5	0.7		0.7		0.7		3.1	1.0		0.8	0.3	0.6	
MEAN	3.18	3.41	3.07	3.02	3.02	2.79	3.24	3.23	3.19	3.11	3.26	3.13	3.22	3.21	3.09
STANDARD DEVIATION	1.47	1.44	1.48	1.50	1.45	1.62	1.41	1.48	1.54	1.43	1.51	1.44	1.50	1.45	1.49
STANDARD ERROR	0.06	0.10	0.13	0.19	0.12	0.19	0.08	0.12	0.28	0.08	0.09	0.09	0.09	0.08	0.11

Headers: HOW OFTEN RIDE MUNI; RATING OF MUNI SVC.; VISITED SFMTA.COM; GENDER; VOTED IN SF IN LAST 2 YRS

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24E SFMTA PRIORITIES: LITTERING

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	131	65	34	9	23	14	68	40	9	70	61	52	79	75	53
	23.1	30.2	24.3	14.8	15.1	19.7	22.4	24.8	28.1	22.4	23.9	19.5	26.2	20.7	27.6
4	120	48	26	19	27	14	60	40	6	78	42	67	53	76	42
	21.1	22.3	18.6	31.1	17.8	19.7	19.7	24.8	18.8	24.9	16.5	25.2	17.6	20.9	21.9
3	138	51	34	10	43	15	81	38	4	74	64	69	69	93	43
	24.3	23.7	24.3	16.4	28.3	21.1	26.6	23.6	12.5	23.6	25.1	25.9	22.9	25.6	22.4
2	119	34	30	15	40	16	61	35	7	65	54	49	69	83	33
	21.0	15.8	21.4	24.6	26.3	22.5	20.1	21.7	21.9	20.8	21.2	18.4	22.9	22.9	17.2
NOT A PRIORITY (1)	56	15	15	7	19	12	31	8	5	24	32	28	28	35	19
	9.9	7.0	10.7	11.5	12.5	16.9	10.2	5.0	15.6	7.7	12.5	10.5	9.3	9.6	9.9
DON'T KNOW	4	2	1	1	-	-	3	-	1	2	2	1	3	1	2
	0.7	0.9	0.7	1.6			1.0		3.1	0.6	0.8	0.4	1.0	0.3	1.0
MEAN	3.27	3.54	3.24	3.13	2.97	3.03	3.24	3.43	3.23	3.34	3.18	3.25	3.29	3.20	3.41
STANDARD DEVIATION	1.30	1.27	1.33	1.28	1.25	1.38	1.29	1.22	1.50	1.25	1.35	1.26	1.33	1.27	1.32
STANDARD ERROR	0.05	0.09	0.11	0.17	0.10	0.16	0.07	0.10	0.27	0.07	0.08	0.08	0.08	0.07	0.10

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24F SFMTA PRIORITIES: TALKING TOO LOUDLY OR PLAYING LOUD MUSIC

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	98	43	26	8	21	9	50	33	6	48	50	48	50	57	40
	17.3	20.0	18.6	13.1	13.8	12.7	16.4	20.5	18.8	15.3	19.6	18.0	16.6	15.7	20.8
4	98	45	25	8	20	12	51	30	5	56	42	45	53	60	37
	17.3	20.9	17.9	13.1	13.2	16.9	16.8	18.6	15.6	17.9	16.5	16.9	17.6	16.5	19.3
3	147	53	38	17	39	15	79	45	8	85	62	66	80	89	54
	25.9	24.7	27.1	27.9	25.7	21.1	26.0	28.0	25.0	27.2	24.3	24.8	26.6	24.5	28.1
2	128	47	26	14	41	18	72	31	7	81	47	59	69	87	39
	22.5	21.9	18.6	23.0	27.0	25.4	23.7	19.3	21.9	25.9	18.4	22.2	22.9	24.0	20.3
NOT A PRIORITY (1)	93	25	24	14	30	17	49	22	5	42	51	46	47	69	21
	16.4	11.6	17.1	23.0	19.7	23.9	16.1	13.7	15.6	13.4	20.0	17.3	15.6	19.0	10.9
DON'T KNOW	4	2	1	-	1	-	3	-	1	1	3	2	2	1	1
	0.7	0.9	0.7		0.7		1.0		3.1	0.3	1.2	0.8	0.7	0.3	0.5
MEAN	2.96	3.16	3.02	2.70	2.74	2.69	2.94	3.13	3.00	2.96	2.97	2.96	2.97	2.86	3.19
STANDARD DEVIATION	1.33	1.30	1.35	1.32	1.30	1.35	1.31	1.32	1.37	1.26	1.40	1.35	1.31	1.34	1.28
STANDARD ERROR	0.06	0.09	0.11	0.17	0.11	0.16	0.08	0.10	0.25	0.07	0.09	0.08	0.08	0.07	0.09

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24G SFMTA PRIORITIES: RUDENESS TO DRIVER OR OTHER PASSENGERS

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	73	34	14	4	21	6	32	31	4	39	34	30	43	45	28
	12.9	15.8	10.0	6.6	13.8	8.5	10.5	19.3	12.5	12.5	13.3	11.3	14.3	12.4	14.6
4	101	42	25	9	25	8	58	29	6	58	43	53	48	68	32
	17.8	19.5	17.9	14.8	16.4	11.3	19.1	18.0	18.8	18.5	16.9	19.9	15.9	18.7	16.7
3	165	70	45	12	38	19	93	44	9	98	67	72	92	108	54
	29.0	32.6	32.1	19.7	25.0	26.8	30.6	27.3	28.1	31.3	26.3	27.1	30.6	29.8	28.1
2	134	41	32	22	39	17	71	42	4	84	50	70	64	88	44
	23.6	19.1	22.9	36.1	25.7	23.9	23.4	26.1	12.5	26.8	19.6	26.3	21.3	24.2	22.9
NOT A PRIORITY (1)	90	28	21	13	28	21	47	14	8	31	59	38	52	51	34
	15.8	13.0	15.0	21.3	18.4	29.6	15.5	8.7	25.0	9.9	23.1	14.3	17.3	14.0	17.7
DON'T KNOW	5	-	3	1	1	-	3	1	1	3	2	3	2	3	-
	0.9		2.1	1.6	0.7		1.0	0.6	3.1	1.0	0.8	1.1	0.7	0.8	
MEAN	2.88	3.06	2.85	2.48	2.81	2.45	2.86	3.13	2.81	2.97	2.77	2.87	2.89	2.91	2.88
STANDARD DEVIATION	1.25	1.24	1.19	1.19	1.30	1.26	1.21	1.25	1.38	1.17	1.34	1.22	1.28	1.22	1.30
STANDARD ERROR	0.05	0.08	0.10	0.15	0.11	0.15	0.07	0.10	0.25	0.07	0.08	0.08	0.07	0.06	0.09

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24H SFMTA PRIORITIES: BOARDING BEFORE GIVING PEOPLE A CHANCE TO EXIT

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH PRIORITY (5)	131	60	35	8	28	10	66	49	6	59	72	55	76	74	51
	23.1	27.9	25.0	13.1	18.4	14.1	21.7	30.4	18.8	18.8	28.2	20.7	25.2	20.4	26.6
4	130	55	22	16	37	11	76	37	6	84	46	62	68	83	44
	22.9	25.6	15.7	26.2	24.3	15.5	25.0	23.0	18.8	26.8	18.0	23.3	22.6	22.9	22.9
3	135	45	42	16	32	17	83	30	5	79	56	61	73	85	49
	23.8	20.9	30.0	26.2	21.1	23.9	27.3	18.6	15.6	25.2	22.0	22.9	24.3	23.4	25.5
2	104	39	25	12	28	15	50	29	10	55	49	54	50	72	32
	18.3	18.1	17.9	19.7	18.4	21.1	16.4	18.0	31.3	17.6	19.2	20.3	16.6	19.8	16.7
NOT A PRIORITY (1)	64	15	14	9	26	17	27	16	4	34	30	31	33	47	15
	11.3	7.0	10.0	14.8	17.1	23.9	8.9	9.9	12.5	10.9	11.8	11.7	11.0	12.9	7.8
DON'T KNOW	4	1	2	-	1	1	2	-	1	2	2	3	1	2	1
	0.7	0.5	1.4		0.7	1.4	0.7		3.1	0.6	0.8	1.1	0.3	0.6	0.5
MEAN	3.28	3.50	3.28	3.03	3.09	2.74	3.34	3.46	3.00	3.25	3.32	3.21	3.35	3.18	3.44
STANDARD DEVIATION	1.31	1.27	1.30	1.26	1.37	1.37	1.24	1.35	1.37	1.26	1.38	1.31	1.32	1.32	1.26
STANDARD ERROR	0.06	0.09	0.11	0.16	0.11	0.16	0.07	0.11	0.25	0.07	0.09	0.08	0.08	0.07	0.09

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 ARE THERE ANY OTHER PASSENGER BEHAVIOR ISSUES LIKE THESE THAT SHOULD BE ADDRESSED BY MUNI? (OVERALL)

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AGGRESSIVE/BULLYING/ DISRUPTIVE PASSENGERS	43	14	12	5	12	4	20	15	4	24	19	19	23	30	13
	7.6	6.5	8.6	8.2	7.9	5.6	6.6	9.3	12.5	7.7	7.5	7.1	7.6	8.3	6.8
HYGIENE ISSUES (BODY ODOR, SPITTING, COUGHING, ETC)	37	14	11	2	10	1	16	17	3	23	14	16	21	24	13
	6.5	6.5	7.9	3.3	6.6	1.4	5.3	10.6	9.4	7.3	5.5	6.0	7.0	6.6	6.8
NONPAYMENT OF FARE	31	15	5	3	8	-	17	13	1	27	4	16	15	27	4
	5.5	7.0	3.6	4.9	5.3		5.6	8.1	3.1	8.6	1.6	6.0	5.0	7.4	2.1
SMOKING/DRUG/ALCOHOL USE	29	17	5	-	7	3	14	9	3	19	10	13	16	19	10
	5.1	7.9	3.6		4.6	4.2	4.6	5.6	9.4	6.1	3.9	4.9	5.3	5.2	5.2
BETTER SECURITY/SAFETY FROM CRIME	22	7	3	3	9	1	8	10	3	14	8	13	8	16	6
	3.9	3.3	2.1	4.9	5.9	1.4	2.6	6.2	9.4	4.5	3.1	4.9	2.7	4.4	3.1
HOMELESS (GENERAL)	14	6	3	1	4	-	7	4	3	12	2	3	11	9	5
	2.5	2.8	2.1	1.6	2.6		2.3	2.5	9.4	3.8	0.8	1.1	3.7	2.5	2.6
NON-PASSENGER BEHAVIOR ISSUES (TFI'S, DRIVERS, STATIONS, BUS STOPS, ETC.)	14	4	4	3	3	4	5	4	1	7	7	2	12	10	4
	2.5	1.9	2.9	4.9	2.0	5.6	1.6	2.5	3.1	2.2	2.7	0.8	4.0	2.8	2.1
LOUD MUSIC/CONVERSATION/ CURSING	13	5	5	-	3	1	8	3	1	5	8	6	7	8	5
	2.3	2.3	3.6		2.0	1.4	2.6	1.9	3.1	1.6	3.1	2.3	2.3	2.2	2.6
SMARTPHONE/CELLPHONE USE	13	4	3	2	4	1	7	5	-	10	3	6	7	9	4
	2.3	1.9	2.1	3.3	2.6	1.4	2.3	3.1		3.2	1.2	2.3	2.3	2.5	2.1
GRAFFITI/TAGGING/VANDALISM	12	5	5	-	2	1	4	7	-	9	3	8	4	10	2
	2.1	2.3	3.6		1.3	1.4	1.3	4.3		2.9	1.2	3.0	1.3	2.8	1.0
BACKPACKS/LUGGAGE/ STROLLERS	12	4	6	1	1	-	6	6	-	8	4	8	4	8	4
	2.1	1.9	4.3	1.6	0.7		2.0	3.7		2.6	1.6	3.0	1.3	2.2	2.1

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 ARE THERE ANY OTHER PASSENGER BEHAVIOR ISSUES LIKE THESE THAT SHOULD BE ADDRESSED BY MUNI? (OVERALL)

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
PASSENGERS NOT MOVING TO BACK/CROWDING DOORWAY/ USING THE AISLE SEAT WHEN THE WINDOW SEAT IS OPEN/NOT ALLOWING PEOPLE TO GET OFF BEFORE BOARDING	12	4	1	-	7	-	6	5	1	6	6	6	6	10	1
	2.1	1.9	0.7		4.6		2.0	3.1	3.1	1.9	2.4	2.3	2.0	2.8	0.5
EATING/DRINKING ON VEHICLES	11	4	3	2	2	1	8	2	-	5	6	6	5	10	1
	1.9	1.9	2.1	3.3	1.3	1.4	2.6	1.2		1.6	2.4	2.3	1.7	2.8	0.5
FAILURE TO YIELD SEATS TO DISABLED/SENIORS/PREGNANT WOMEN	7	1	3	-	3	-	5	2	-	5	2	5	2	5	2
	1.2	0.5	2.1		2.0		1.6	1.2		1.6	0.8	1.9	0.7	1.4	1.0
SERVICE ANIMALS	6	4	1	1	-	2	3	1	-	3	3	3	3	3	3
	1.1	1.9	0.7	1.6		2.8	1.0	0.6		1.0	1.2	1.1	1.0	0.8	1.6
MUNI CAN'T LEGISLATE PASSENGER BEHAVIOR/PEOPLE ARE PEOPLE	6	3	2	-	1	3	1	2	-	4	2	2	4	5	1
	1.1	1.4	1.4		0.7	4.2	0.3	1.2		1.3	0.8	0.8	1.3	1.4	0.5
DON'T KNOW/BLANK	339	128	79	44	88	52	190	81	16	165	174	158	181	198	129
	59.7	59.5	56.4	72.1	57.9	73.2	62.5	50.3	50.0	52.7	68.2	59.4	60.1	54.5	67.2

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 ARE THERE ANY OTHER PASSENGER BEHAVIOR ISSUES LIKE THESE THAT SHOULD BE ADDRESSED BY MUNI? (DON'T KNOW ANSWERS EXCLUDED) (DN'T KNOW EXCLUDED_

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	229	87	61	17	64	19	114	80	16	148	81	108	120	165	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AGGRESSIVE/BULLYING/ DISRUPTIVE PASSENGERS	43	14	12	5	12	4	20	15	4	24	19	19	23	30	13
	18.8	16.1	19.7	29.4	18.8	21.1	17.5	18.8	25.0	16.2	23.5	17.6	19.2	18.2	20.6
HYGIENE ISSUES (BODY ODOR, SPITTING, COUGHING, ETC)	37	14	11	2	10	1	16	17	3	23	14	16	21	24	13
	16.2	16.1	18.0	11.8	15.6	5.3	14.0	21.3	18.8	15.5	17.3	14.8	17.5	14.5	20.6
NONPAYMENT OF FARE	31	15	5	3	8	-	17	13	1	27	4	16	15	27	4
	13.5	17.2	8.2	17.6	12.5		14.9	16.3	6.3	18.2	4.9	14.8	12.5	16.4	6.3
SMOKING/DRUG/ALCOHOL USE	29	17	5	-	7	3	14	9	3	19	10	13	16	19	10
	12.7	19.5	8.2		10.9	15.8	12.3	11.3	18.8	12.8	12.3	12.0	13.3	11.5	15.9
BETTER SECURITY/SAFETY FROM CRIME	22	7	3	3	9	1	8	10	3	14	8	13	8	16	6
	9.6	8.0	4.9	17.6	14.1	5.3	7.0	12.5	18.8	9.5	9.9	12.0	6.7	9.7	9.5
HOMELESS (GENERAL)	14	6	3	1	4	-	7	4	3	12	2	3	11	9	5
	6.1	6.9	4.9	5.9	6.3		6.1	5.0	18.8	8.1	2.5	2.8	9.2	5.5	7.9
NON-PASSENGER BEHAVIOR ISSUES (TFI'S, DRIVERS, STATIONS, BUS STOPS, ETC.)	14	4	4	3	3	4	5	4	1	7	7	2	12	10	4
	6.1	4.6	6.6	17.6	4.7	21.1	4.4	5.0	6.3	4.7	8.6	1.9	10.0	6.1	6.3
LOUD MUSIC/CONVERSATION/ CURSING	13	5	5	-	3	1	8	3	1	5	8	6	7	8	5
	5.7	5.7	8.2		4.7	5.3	7.0	3.8	6.3	3.4	9.9	5.6	5.8	4.8	7.9
SMARTPHONE/CELLPHONE USE	13	4	3	2	4	1	7	5	-	10	3	6	7	9	4
	5.7	4.6	4.9	11.8	6.3	5.3	6.1	6.3		6.8	3.7	5.6	5.8	5.5	6.3
GRAFFITI/TAGGING/VANDALISM	12	5	5	-	2	1	4	7	-	9	3	8	4	10	2
	5.2	5.7	8.2		3.1	5.3	3.5	8.8		6.1	3.7	7.4	3.3	6.1	3.2

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 ARE THERE ANY OTHER PASSENGER BEHAVIOR ISSUES LIKE THESE THAT SHOULD BE ADDRESSED BY MUNI? (DON'T KNOW ANSWERS EXCLUDED)
(DN'T KNOW EXCLUDED_

	TOTAL	HOW OFTEN RIDE MUNI — 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. — EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM — YES	NO/DK	GENDER — MALE	FEMALE	VOTED IN SF IN LAST 2 YRS — YES	NO
BACKPACKS/LUGGAGE/ STROLLERS	12	4	6	1	1	-	6	6	-	8	4	8	4	8	4
	5.2	4.6	9.8	5.9	1.6		5.3	7.5		5.4	4.9	7.4	3.3	4.8	6.3
PASSENGERS NOT MOVING TO BACK/CROWDING DOORWAY/ USING THE AISLE SEAT WHEN THE WINDOW SEAT IS OPEN/NOT ALLOWING PEOPLE TO GET OFF BEFORE BOARDING	12	4	1	-	7	-	6	5	1	6	6	6	6	10	1
	5.2	4.6	1.6		10.9		5.3	6.3	6.3	4.1	7.4	5.6	5.0	6.1	1.6
EATING/DRINKING ON VEHICLES	11	4	3	2	2	1	8	2	-	5	6	6	5	10	1
	4.8	4.6	4.9	11.8	3.1	5.3	7.0	2.5		3.4	7.4	5.6	4.2	6.1	1.6
FAILURE TO YIELD SEATS TO DISABLED/SENIORS/PREGNANT WOMEN	7	1	3	-	3	-	5	2	-	5	2	5	2	5	2
	3.1	1.1	4.9		4.7		4.4	2.5		3.4	2.5	4.6	1.7	3.0	3.2
SERVICE ANIMALS	6	4	1	1	-	2	3	1	-	3	3	3	3	3	3
	2.6	4.6	1.6	5.9		10.5	2.6	1.3		2.0	3.7	2.8	2.5	1.8	4.8
MUNI CAN'T LEGISLATE PASSENGER BEHAVIOR/PEOPLE ARE PEOPLE	6	3	2	-	1	3	1	2	-	4	2	2	4	5	1
	2.6	3.4	3.3		1.6	15.8	0.9	2.5		2.7	2.5	1.9	3.3	3.0	1.6
DON'T KNOW/BLANK	339	128	79	44	88	52	190	81	16	165	174	158	181	198	129

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q26 WHEN YOU USE MUNI, WHAT IS THE MAIN PURPOSE OF THE TRIPS YOU TAKE?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
COMMUTE TO WORK	242	141	62	15	24	27	119	80	16	163	79	124	118	148	90
	42.6	65.6	44.3	24.6	15.8	38.0	39.1	49.7	50.0	52.1	31.0	46.6	39.2	40.8	46.9
PERSONAL BUSINESS (APPOINTMENTS, ETC.)	181	49	52	21	59	24	106	41	10	96	85	84	97	136	40
	31.9	22.8	37.1	34.4	38.8	33.8	34.9	25.5	31.3	30.7	33.3	31.6	32.2	37.5	20.8
SHOPPING	176	51	50	26	49	24	107	40	5	81	95	65	110	115	60
	31.0	23.7	35.7	42.6	32.2	33.8	35.2	24.8	15.6	25.9	37.3	24.4	36.5	31.7	31.3
RECREATION / ENTERTAINMENT / RESTAURANT	171	51	36	17	67	26	96	41	8	99	72	88	83	117	52
	30.1	23.7	25.7	27.9	44.1	36.6	31.6	25.5	25.0	31.6	28.2	33.1	27.6	32.2	27.1
WORK RELATED BUSINESS	95	45	24	8	18	13	42	35	5	62	33	43	52	62	30
	16.7	20.9	17.1	13.1	11.8	18.3	13.8	21.7	15.6	19.8	12.9	16.2	17.3	17.1	15.6
MEDICAL	79	19	29	11	20	9	46	17	7	22	57	33	45	61	18
	13.9	8.8	20.7	18.0	13.2	12.7	15.1	10.6	21.9	7.0	22.4	12.4	15.0	16.8	9.4
SCHOOL/UNIVERSITY	68	38	20	3	7	13	31	21	3	41	27	28	40	24	42
	12.0	17.7	14.3	4.9	4.6	18.3	10.2	13.0	9.4	13.1	10.6	10.5	13.3	6.6	21.9
VISIT FRIENDS OR FAMILY	62	27	13	9	13	8	33	19	2	40	22	24	38	39	23
	10.9	12.6	9.3	14.8	8.6	11.3	10.9	11.8	6.3	12.8	8.6	9.0	12.6	10.7	12.0
VOLUNTEER	1	1	-	-	-	-	1	-	-	-	1	-	1	-	1
	0.2	0.5					0.3				0.4		0.3		0.5
DON'T KNOW	1	-	1	-	-	-	1	-	-	1	-	1	-	-	-
	0.2		0.7				0.3			0.3		0.4			

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27 HOW DO YOU USUALLY PAY YOUR MUNI FARE?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CLIPPER	326	146	76	39	65	35	171	100	20	209	117	160	166	214	108
	57.4	67.9	54.3	63.9	42.8	49.3	56.3	62.1	62.5	66.8	45.9	60.2	55.1	59.0	56.3
CASH	169	35	38	16	80	25	87	47	10	77	92	79	90	103	63
	29.8	16.3	27.1	26.2	52.6	35.2	28.6	29.2	31.3	24.6	36.1	29.7	29.9	28.4	32.8
FREE MUNI FOR YOUTH. SENIORS OR PERSONS WITH DISABILITIES	57	25	22	6	4	8	38	9	2	19	38	22	35	38	16
	10.0	11.6	15.7	9.8	2.6	11.3	12.5	5.6	6.3	6.1	14.9	8.3	11.6	10.5	8.3
LIFELINE	10	7	2	-	1	1	6	3	-	5	5	3	6	5	4
	1.8	3.3	1.4		0.7	1.4	2.0	1.9		1.6	2.0	1.1	2.0	1.4	2.1
PASS ISSUED BY UNIVERSITY	2	1	-	-	1	1	-	1	-	1	1	1	1	1	1
	0.4	0.5			0.7	1.4		0.6		0.3	0.4	0.4	0.3	0.3	0.5
OTHER TYPE OF PASS	1	-	1	-	-	-	-	1	-	1	-	-	1	1	-
	0.2		0.7					0.6		0.3			0.3	0.3	
DON'T KNOW	3	1	1	-	1	1	2	-	-	1	2	1	2	1	-
	0.5	0.5	0.7		0.7	1.4	0.7			0.3	0.8	0.4	0.7	0.3	

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27A (IF CLIPPER) DO YOU HAVE CASH VALUE OR A MONTHLY PASS ON CLIPPER?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - USED A CLIPPER CARD TO PAY MUNI FARE	326	146	76	39	65	35	171	100	20	209	117	160	166	214	108
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CASH VALUE	170	32	47	33	58	17	92	53	8	123	47	88	82	118	50
	52.1	21.9	61.8	84.6	89.2	48.6	53.8	53.0	40.0	58.9	40.2	55.0	49.4	55.1	46.3
MONTHLY PASS	156	114	29	6	7	18	79	47	12	86	70	72	84	96	58
	47.9	78.1	38.2	15.4	10.8	51.4	46.2	47.0	60.0	41.1	59.8	45.0	50.6	44.9	53.7

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-1A DO YOU TYPICALLY USE MUNI BEFORE 7 AM?

	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	SFMTA.COM YES	NO/DK	MALE	FEMALE	2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	82	49	23	1	9	9	44	23	6	54	28	51	31	48	33
	14.4	22.8	16.4	1.6	5.9	12.7	14.5	14.3	18.8	17.3	11.0	19.2	10.3	13.2	17.2
NO	480	162	116	60	142	59	258	137	26	256	224	214	265	313	157
	84.5	75.3	82.9	98.4	93.4	83.1	84.9	85.1	81.3	81.8	87.8	80.5	88.0	86.2	81.8
DON'T KNOW	6	4	1	-	1	3	2	1	-	3	3	1	5	2	2
	1.1	1.9	0.7		0.7	4.2	0.7	0.6		1.0	1.2	0.4	1.7	0.6	1.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-1B DO YOU TYPICALLY USE MUNI AFTER 7 PM?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	247	109	63	16	59	35	124	72	16	149	98	128	118	146	97
	43.5	50.7	45.0	26.2	38.8	49.3	40.8	44.7	50.0	47.6	38.4	48.1	39.2	40.2	50.5
NO	316	103	76	45	92	34	179	87	16	161	155	137	179	217	93
	55.6	47.9	54.3	73.8	60.5	47.9	58.9	54.0	50.0	51.4	60.8	51.5	59.5	59.8	48.4
DON'T KNOW	5	3	1	-	1	2	1	2	-	3	2	1	4	-	2
	0.9	1.4	0.7		0.7	2.8	0.3	1.2		1.0	0.8	0.4	1.3		1.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-1C DO YOU TYPICALLY USE MUNI ON WEEKENDS

| | TOTAL | HOW OFTEN RIDE MUNI ==================== | | | | RATING OF MUNI SVC. ==================== | | | | VISITED SFMTA.COM ========== | | GENDER ========= | | VOTED IN SF IN LAST 2 YRS =========== | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	355	155	90	34	76	44	189	100	22	204	151	176	179	230	120
	62.5	72.1	64.3	55.7	50.0	62.0	62.2	62.1	68.8	65.2	59.2	66.2	59.5	63.4	62.5
NO	208	58	48	27	75	25	114	59	10	105	103	88	119	133	70
	36.6	27.0	34.3	44.3	49.3	35.2	37.5	36.6	31.3	33.5	40.4	33.1	39.5	36.6	36.5
DON'T KNOW	5	2	2	-	1	2	1	2	-	4	1	2	3	-	2
	0.9	0.9	1.4		0.7	2.8	0.3	1.2		1.3	0.4	0.8	1.0		1.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-2A HOW SATISFIED ARE YOU WITH MUNI SERVICE BEFORE 7 AM?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - USE MUNI BEFORE 7 AM	82	49	23	1	9	9	44	23	6	54	28	51	31	48	33
	100.0	100.0	100.0	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	26	16	6	-	4	6	15	5	-	16	10	18	8	13	13
	31.7	32.7	26.1		44.4	66.7	34.1	21.7		29.6	35.7	35.3	25.8	27.1	39.4
GOOD	33	19	8	1	5	3	22	7	1	21	12	20	13	19	13
	40.2	38.8	34.8	100.0	55.6	33.3	50.0	30.4	16.7	38.9	42.9	39.2	41.9	39.6	39.4
FAIR	17	9	8	-	-	-	6	9	2	12	5	10	7	11	6
	20.7	18.4	34.8				13.6	39.1	33.3	22.2	17.9	19.6	22.6	22.9	18.2
POOR	6	5	1	-	-	-	1	2	3	5	1	3	3	5	1
	7.3	10.2	4.3				2.3	8.7	50.0	9.3	3.6	5.9	9.7	10.4	3.0
MEAN	2.96	2.94	2.83	3.00	3.44	3.67	3.16	2.65	1.67	2.89	3.11	3.04	2.84	2.83	3.15
STANDARD DEVIATION	0.91	0.97	0.89	0.00	0.53	0.50	0.75	0.93	0.82	0.95	0.83	0.89	0.93	0.95	0.83
STANDARD ERROR	0.10	0.14	0.18	0.00	0.18	0.17	0.11	0.19	0.33	0.13	0.16	0.13	0.17	0.14	0.15

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-2B HOW SATISFIED ARE YOU WITH MUNI SERVICE AFTER 7 PM?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - USE MUNI AFTER 7 PM	247	109	63	16	59	35	124	72	16	149	98	128	118	146	97
	100.0	100.0	100.0	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	20	8	4	-	8	12	6	2	-	10	10	11	9	13	7
	8.1	7.3	6.3		13.6	34.3	4.8	2.8		6.7	10.2	8.6	7.6	8.9	7.2
GOOD	117	44	31	10	32	18	66	30	3	74	43	63	53	70	44
	47.4	40.4	49.2	62.5	54.2	51.4	53.2	41.7	18.8	49.7	43.9	49.2	44.9	47.9	45.4
FAIR	80	35	22	6	17	5	40	30	5	49	31	45	35	46	33
	32.4	32.1	34.9	37.5	28.8	14.3	32.3	41.7	31.3	32.9	31.6	35.2	29.7	31.5	34.0
POOR	28	21	5	-	2	-	11	9	8	15	13	9	19	15	13
	11.3	19.3	7.9		3.4		8.9	12.5	50.0	10.1	13.3	7.0	16.1	10.3	13.4
DON'T KNOW	2	1	1	-	-	-	1	1	-	1	1	-	2	2	-
	0.8	0.9	1.6				0.8	1.4		0.7	1.0		1.7	1.4	
MEAN	2.53	2.36	2.55	2.63	2.78	3.20	2.54	2.35	1.69	2.53	2.52	2.59	2.45	2.56	2.46
STANDARD DEVIATION	0.80	0.88	0.74	0.50	0.72	0.68	0.73	0.74	0.79	0.77	0.86	0.75	0.86	0.80	0.82
STANDARD ERROR	0.05	0.08	0.09	0.13	0.09	0.11	0.07	0.09	0.20	0.06	0.09	0.07	0.08	0.07	0.08

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27-2C HOW SATISFIED ARE YOU WITH MUNI SERVICE ON WEEKENDS?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - USE MUNI N WEEKENDS	355	155	90	34	76	44	189	100	22	204	151	176	179	230	120
	100.0	100.0	100.0	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	39	18	10	4	7	15	17	7	-	20	19	20	19	24	14
	11.0	11.6	11.1	11.8	9.2	34.1	9.0	7.0		9.8	12.6	11.4	10.6	10.4	11.7
GOOD	184	79	36	22	47	21	116	41	6	106	78	92	92	120	62
	51.8	51.0	40.0	64.7	61.8	47.7	61.4	41.0	27.3	52.0	51.7	52.3	51.4	52.2	51.7
FAIR	97	38	36	7	16	7	47	36	7	61	36	48	49	62	33
	27.3	24.5	40.0	20.6	21.1	15.9	24.9	36.0	31.8	29.9	23.8	27.3	27.4	27.0	27.5
POOR	34	20	8	1	5	1	9	15	9	17	17	16	18	23	11
	9.6	12.9	8.9	2.9	6.6	2.3	4.8	15.0	40.9	8.3	11.3	9.1	10.1	10.0	9.2
DON'T KNOW	1	-	-	-	1	-	-	1	-	-	1	-	1	1	-
	0.3				1.3			1.0			0.7		0.6	0.4	
MEAN	2.64	2.61	2.53	2.85	2.75	3.14	2.75	2.40	1.86	2.63	2.66	2.66	2.63	2.63	2.66
STANDARD DEVIATION	0.80	0.86	0.81	0.66	0.72	0.77	0.68	0.83	0.83	0.77	0.84	0.80	0.81	0.80	0.80
STANDARD ERROR	0.04	0.07	0.09	0.11	0.08	0.12	0.05	0.08	0.18	0.05	0.07	0.06	0.06	0.05	0.07

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q28 THINK ABOUT YOUR LAST MUNI TRIP. IF MUNI WAS NOT AVAILABLE FOR THAT TRIP, HOW WOULD YOU HAVE GOTTEN WHERE YOU NEEDED TO GO?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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 (MYSELF)	121	28	24	15	54	18	65	33	5	78	43	61	59	86	31
	21.3	13.0	17.1	24.6	35.5	25.4	21.4	20.5	15.6	24.9	16.9	22.9	19.6	23.7	16.1
WALK	112	59	27	10	16	12	59	33	8	67	45	47	65	65	46
	19.7	27.4	19.3	16.4	10.5	16.9	19.4	20.5	25.0	21.4	17.6	17.7	21.6	17.9	24.0
USE A RIDESHARING SERVICE SUCH AS UBER	101	33	22	12	34	11	54	29	7	74	27	51	50	55	45
	17.8	15.3	15.7	19.7	22.4	15.5	17.8	18.0	21.9	23.6	10.6	19.2	16.6	15.2	23.4
USE A TAXI	69	30	13	8	18	12	31	22	4	28	41	33	36	45	24
	12.1	14.0	9.3	13.1	11.8	16.9	10.2	13.7	12.5	8.9	16.1	12.4	12.0	12.4	12.5
GET A RIDE	53	20	19	5	9	5	27	18	3	20	33	17	36	37	16
	9.3	9.3	13.6	8.2	5.9	7.0	8.9	11.2	9.4	6.4	12.9	6.4	12.0	10.2	8.3
USE OTHER TRANSIT, SUCH AS BART	51	22	15	5	9	4	33	13	1	14	37	24	27	32	17
	9.0	10.2	10.7	8.2	5.9	5.6	10.9	8.1	3.1	4.5	14.5	9.0	9.0	8.8	8.9
WOULD NOT HAVE MADE TRIP	43	15	15	5	8	7	25	8	3	19	24	19	24	28	10
	7.6	7.0	10.7	8.2	5.3	9.9	8.2	5.0	9.4	6.1	9.4	7.1	8.0	7.7	5.2
RIDE A BICYCLE	18	8	5	1	4	2	10	5	1	13	5	14	4	15	3
	3.2	3.7	3.6	1.6	2.6	2.8	3.3	3.1	3.1	4.2	2.0	5.3	1.3	4.1	1.6

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q29. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	25	9	9	3	4	5	13	6	1	14	11	17	8	17	8
	4.4	4.2	6.4	4.9	2.6	7.0	4.3	3.7	3.1	4.5	4.3	6.4	2.7	4.7	4.2
94103	22	12	2	3	5	2	12	3	5	10	12	8	14	15	6
	3.9	5.6	1.4	4.9	3.3	2.8	3.9	1.9	15.6	3.2	4.7	3.0	4.7	4.1	3.1
94104	3	-	1	-	2	1	-	2	-	-	3	2	1	-	3
	0.5		0.7		1.3	1.4		1.2			1.2	0.8	0.3		1.6
94105	2	1	1	-	-	-	1	-	1	2	-	2	-	2	-
	0.4	0.5	0.7				0.3		3.1	0.6		0.8		0.6	
94107	23	10	4	1	8	5	10	7	1	16	7	13	10	10	13
	4.0	4.7	2.9	1.6	5.3	7.0	3.3	4.3	3.1	5.1	2.7	4.9	3.3	2.8	6.8
94108	3	2	-	1	-	-	2	1	-	2	1	1	2	1	2
	0.5	0.9		1.6			0.7	0.6		0.6	0.4	0.4	0.7	0.3	1.0
94109	28	9	9	6	4	7	14	6	1	14	14	12	16	18	10
	4.9	4.2	6.4	9.8	2.6	9.9	4.6	3.7	3.1	4.5	5.5	4.5	5.3	5.0	5.2
94110	40	14	14	1	11	2	22	14	2	18	22	18	21	23	17
	7.0	6.5	10.0	1.6	7.2	2.8	7.2	8.7	6.3	5.8	8.6	6.8	7.0	6.3	8.9
94111	1	-	1	-	-	-	-	1	-	1	-	-	1	1	-
	0.2		0.7					0.6		0.3			0.3	0.3	
94112	61	29	15	6	11	7	38	14	2	21	40	30	31	32	29
	10.7	13.5	10.7	9.8	7.2	9.9	12.5	8.7	6.3	6.7	15.7	11.3	10.3	8.8	15.1
94114	19	3	6	3	7	3	8	5	3	11	8	6	13	16	3
	3.3	1.4	4.3	4.9	4.6	4.2	2.6	3.1	9.4	3.5	3.1	2.3	4.3	4.4	1.6

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q29. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
94115	30	13	7	5	5	3	16	10	1	16	14	15	15	22	8
	5.3	6.0	5.0	8.2	3.3	4.2	5.3	6.2	3.1	5.1	5.5	5.6	5.0	6.1	4.2
94116	39	10	9	2	18	3	24	11	1	22	17	17	22	23	15
	6.9	4.7	6.4	3.3	11.8	4.2	7.9	6.8	3.1	7.0	6.7	6.4	7.3	6.3	7.8
94117	33	16	10	1	6	1	14	16	2	24	9	23	10	28	5
	5.8	7.4	7.1	1.6	3.9	1.4	4.6	9.9	6.3	7.7	3.5	8.6	3.3	7.7	2.6
94118	19	7	1	4	7	3	9	7	-	15	4	11	8	14	5
	3.3	3.3	0.7	6.6	4.6	4.2	3.0	4.3		4.8	1.6	4.1	2.7	3.9	2.6
94121	28	8	7	6	7	6	15	4	3	16	12	11	17	20	7
	4.9	3.7	5.0	9.8	4.6	8.5	4.9	2.5	9.4	5.1	4.7	4.1	5.6	5.5	3.6
94122	42	20	11	4	7	8	24	9	1	28	14	19	23	26	13
	7.4	9.3	7.9	6.6	4.6	11.3	7.9	5.6	3.1	8.9	5.5	7.1	7.6	7.2	6.8
94123	10	2	2	1	5	1	5	2	2	8	2	4	6	8	2
	1.8	0.9	1.4	1.6	3.3	1.4	1.6	1.2	6.3	2.6	0.8	1.5	2.0	2.2	1.0
94124	29	11	9	1	8	4	15	6	4	16	13	13	16	15	13
	5.1	5.1	6.4	1.6	5.3	5.6	4.9	3.7	12.5	5.1	5.1	4.9	5.3	4.1	6.8
94127	15	7	1	2	5	1	8	6	-	10	5	8	7	14	1
	2.6	3.3	0.7	3.3	3.3	1.4	2.6	3.7		3.2	2.0	3.0	2.3	3.9	0.5
94128	1	1	-	-	-	-	-	1	-	1	-	1	-	1	-
	0.2	0.5						0.6		0.3		0.4		0.3	
94130	1	1	-	-	-	-	-	1	-	1	-	-	1	-	1
	0.2	0.5						0.6		0.3			0.3		0.5
94131	27	7	4	3	13	4	13	10	-	16	11	9	18	21	5
	4.8	3.3	2.9	4.9	8.6	5.6	4.3	6.2		5.1	4.3	3.4	6.0	5.8	2.6

COREY, CANAPARY & GALANIS RESEARCH

Table 47 Page 63

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q29. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
94132	17	3	6	4	4	1	11	4	1	8	9	8	9	11	5
	3.0	1.4	4.3	6.6	2.6	1.4	3.6	2.5	3.1	2.6	3.5	3.0	3.0	3.0	2.6
94133	13	4	2	1	6	-	6	6	1	8	5	3	10	9	4
	2.3	1.9	1.4	1.6	3.9		2.0	3.7	3.1	2.6	2.0	1.1	3.3	2.5	2.1
94134	30	13	7	3	7	3	20	7	-	12	18	13	17	15	14
	5.3	6.0	5.0	4.9	4.6	4.2	6.6	4.3		3.8	7.1	4.9	5.6	4.1	7.3
94158	3	1	1	-	1	-	2	1	-	1	2	1	2	1	2
	0.5	0.5	0.7		0.7		0.7	0.6		0.3	0.8	0.4	0.7	0.3	1.0
REFUSED	4	2	1	-	1	1	2	1	-	2	2	1	3	-	1
	0.7	0.9	0.7		0.7	1.4	0.7	0.6		0.6	0.8	0.4	1.0		0.5

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q30 DO YOU PRIMARILY WORK IN SAN FRANCISCO OR OUTSIDE THE CITY?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WORK IN SAN FRANCISCO	357	152	87	35	83	39	180	116	22	226	131	174	182	221	130
	62.9	70.7	62.1	57.4	54.6	54.9	59.2	72.0	68.8	72.2	51.4	65.4	60.5	60.9	67.7
WORK OUTSIDE OF SAN FRANCISCO	60	15	8	9	28	9	30	17	4	38	22	33	27	46	13
	10.6	7.0	5.7	14.8	18.4	12.7	9.9	10.6	12.5	12.1	8.6	12.4	9.0	12.7	6.8
DO NOT WORK	151	48	45	17	41	23	94	28	6	49	102	59	92	96	49
	26.6	22.3	32.1	27.9	27.0	32.4	30.9	17.4	18.8	15.7	40.0	22.2	30.6	26.4	25.5
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q31 HAVE YOU VOTED IN A SAN FRANCISCO ELECTION IN THE PAST TWO YEARS?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	363	128	87	40	108	39	194	109	21	219	144	179	183	363	-
	63.9	59.5	62.1	65.6	71.1	54.9	63.8	67.7	65.6	70.0	56.5	67.3	60.8	100.0	
NO	192	82	49	20	41	30	102	49	11	90	102	83	109	-	192
	33.8	38.1	35.0	32.8	27.0	42.3	33.6	30.4	34.4	28.8	40.0	31.2	36.2		100.0
DON'T KNOW	13	5	4	1	3	2	8	3	-	4	9	4	9	-	-
	2.3	2.3	2.9	1.6	2.0	2.8	2.6	1.9		1.3	3.5	1.5	3.0		
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

COREY, CANAPARY & GALANIS RESEARCH

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q32 WHAT ETHNIC GROUP DO YOU CONSIDER YOURSELF A MEMBER OF?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	264	82	65	31	86	38	140	70	16	174	90	137	126	204	59
	46.5	38.1	46.4	50.8	56.6	53.5	46.1	43.5	50.0	55.6	35.3	51.5	41.9	56.2	30.7
ASIAN	164	71	35	21	37	13	93	55	3	76	88	61	103	74	85
	28.9	33.0	25.0	34.4	24.3	18.3	30.6	34.2	9.4	24.3	34.5	22.9	34.2	20.4	44.3
HISPANIC/LATINO	79	37	20	4	18	11	50	13	5	29	50	39	40	44	33
	13.9	17.2	14.3	6.6	11.8	15.5	16.4	8.1	15.6	9.3	19.6	14.7	13.3	12.1	17.2
AFRICAN AMERICAN	34	16	7	6	5	5	12	13	4	21	13	17	17	23	11
	6.0	7.4	5.0	9.8	3.3	7.0	3.9	8.1	12.5	6.7	5.1	6.4	5.6	6.3	5.7
REFUSED	26	6	13	-	7	5	9	8	4	15	11	14	12	17	5
	4.6	2.8	9.3		4.6	7.0	3.0	5.0	12.5	4.8	4.3	5.3	4.0	4.7	2.6
OTHER (SPECIFY)	10	6	1	-	3	1	6	2	1	3	7	7	3	9	1
	1.8	2.8	0.7		2.0	1.4	2.0	1.2	3.1	1.0	2.7	2.6	1.0	2.5	0.5
PACIFIC ISLANDER	7	1	5	-	1	-	6	1	-	4	3	3	4	4	3
	1.2	0.5	3.6		0.7		2.0	0.6		1.3	1.2	1.1	1.3	1.1	1.6
AMERICAN INDIAN/ALASKA NATIVE	3	1	-	1	1	1	2	-	-	1	2	1	2	2	1
	0.5	0.5		1.6	0.7	1.4	0.7			0.3	0.8	0.4	0.7	0.6	0.5
MIXED (UNSPECIFIED)	3	1	1	1	-	-	1	2	-	-	3	1	2	2	-
	0.5	0.5	0.7	1.6			0.3	1.2			1.2	0.4	0.7	0.6	

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	TOTAL	HOW OFTEN RIDE MUNI — 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. — EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM — YES	NO/DK	GENDER — MALE	FEMALE	VOTED IN SF IN LAST 2 YRS — YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	430	149	103	49	129	55	220	130	25	271	159	214	215	315	111
	75.7	69.3	73.6	80.3	84.9	77.5	72.4	80.7	78.1	86.6	62.4	80.5	71.4	86.8	57.8
CANTONESE	47	19	17	4	7	-	34	13	-	9	38	15	32	18	25
	8.3	8.8	12.1	6.6	4.6		11.2	8.1		2.9	14.9	5.6	10.6	5.0	13.0
SPANISH	34	22	7	1	4	5	20	4	5	6	28	13	21	11	21
	6.0	10.2	5.0	1.6	2.6	7.0	6.6	2.5	15.6	1.9	11.0	4.9	7.0	3.0	10.9
CHINESE (UNSPECIFIED)	16	8	3	4	1	1	9	6	-	7	9	4	12	4	12
	2.8	3.7	2.1	6.6	0.7	1.4	3.0	3.7		2.2	3.5	1.5	4.0	1.1	6.3
MANDARIN	7	4	-	-	3	2	4	1	-	2	5	2	5	3	4
	1.2	1.9			2.0	2.8	1.3	0.6		0.6	2.0	0.8	1.7	0.8	2.1
TAGALOG	7	2	2	1	2	1	4	2	-	4	3	2	5	3	4
	1.2	0.9	1.4	1.6	1.3	1.4	1.3	1.2		1.3	1.2	0.8	1.7	0.8	2.1
RUSSIAN	7	1	3	1	2	-	4	1	2	3	4	5	2	2	5
	1.2	0.5	2.1	1.6	1.3		1.3	0.6	6.3	1.0	1.6	1.9	0.7	0.6	2.6
HINDI	3	3	-	-	-	2	1	-	-	1	2	2	1	1	2
	0.5	1.4				2.8	0.3			0.3	0.8	0.8	0.3	0.3	1.0
VIETNAMESE	3	2	-	1	-	1	2	-	-	2	1	2	1	-	3
	0.5	0.9		1.6		1.4	0.7			0.6	0.4	0.8	0.3		1.6
ARABIC	2	2	-	-	-	1	1	-	-	2	-	1	1	-	2
	0.4	0.9				1.4	0.3			0.6		0.4	0.3		1.0
TAIWANESE	2	-	-	-	2	-	1	1	-	-	2	-	2	1	1
	0.4				1.3		0.3	0.6			0.8		0.7	0.3	0.5

Table 51 Page 68

2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BURMESE	1	1	-	-	-	-	1	-	-	1	-	1	-	-	1
	0.2	0.5					0.3			0.3		0.4			0.5
FARSI	1	1	-	-	-	-	1	-	-	-	1	1	-	1	-
	0.2	0.5					0.3				0.4	0.4		0.3	
FRENCH	1	-	1	-	-	-	-	1	-	1	-	-	1	1	-
	0.2		0.7					0.6		0.3			0.3	0.3	
JAPANESE	1	-	1	-	-	1	-	-	-	-	1	1	-	1	-
	0.2		0.7			1.4					0.4	0.4		0.3	
SAMOAN	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-
	0.2		0.7				0.3			0.3		0.4		0.3	
DON'T KNOW / REFUSED	5	1	2	-	2	2	1	2	-	3	2	2	3	1	1
	0.9	0.5	1.4		1.3	2.8	0.3	1.2		1.0	0.8	0.8	1.0	0.3	0.5

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q34 WHAT IS YOUR APPROXIMATE ANNUAL HOUSEHOLD INCOME (BEFORE TAXES)?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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 $7,500 [$3,750]	29	14	3	2	10	6	15	6	2	10	19	11	18	14	14
	5.1	6.5	2.1	3.3	6.6	8.5	4.9	3.7	6.3	3.2	7.5	4.1	6.0	3.9	7.3
$7,500 TO $15,000 [$11,250]	44	14	20	5	5	5	24	10	5	13	31	16	28	23	21
	7.7	6.5	14.3	8.2	3.3	7.0	7.9	6.2	15.6	4.2	12.2	6.0	9.3	6.3	10.9
$15,001 TO $22,000 [$18,500.5]	34	20	11	2	1	4	24	5	1	12	22	14	20	17	16
	6.0	9.3	7.9	3.3	0.7	5.6	7.9	3.1	3.1	3.8	8.6	5.3	6.6	4.7	8.3
$22,001 TO $29,000 [$25,500.5]	25	15	6	1	3	3	12	8	2	10	15	11	14	15	9
	4.4	7.0	4.3	1.6	2.0	4.2	3.9	5.0	6.3	3.2	5.9	4.1	4.7	4.1	4.7
$29,001 TO $36,500 [$32,750.5]	18	6	5	4	3	3	8	7	-	8	10	10	8	10	8
	3.2	2.8	3.6	6.6	2.0	4.2	2.6	4.3		2.6	3.9	3.8	2.7	2.8	4.2
$36,501 TO $44,000 [$40,250.5]	24	11	9	1	3	2	17	5	-	14	10	9	15	12	12
	4.2	5.1	6.4	1.6	2.0	2.8	5.6	3.1		4.5	3.9	3.4	5.0	3.3	6.3
$44,001 TO $51,500 [$47750.5]	21	8	6	2	5	2	12	7	-	11	10	7	13	16	4
	3.7	3.7	4.3	3.3	3.3	2.8	3.9	4.3		3.5	3.9	2.6	4.3	4.4	2.1
$51,501 TO $59,000 [$55,250.5]	14	7	-	3	4	3	8	2	1	8	6	6	8	8	5
	2.5	3.3		4.9	2.6	4.2	2.6	1.2	3.1	2.6	2.4	2.3	2.7	2.2	2.6
$66,501 TO $75,000 [$70,750.5]	24	10	5	1	8	2	14	6	2	15	9	10	14	20	4
	4.2	4.7	3.6	1.6	5.3	2.8	4.6	3.7	6.3	4.8	3.5	3.8	4.7	5.5	2.1
$75,001 TO $100,000 [$87,500.5]	36	13	13	2	8	4	12	19	1	25	11	22	14	23	13
	6.3	6.0	9.3	3.3	5.3	5.6	3.9	11.8	3.1	8.0	4.3	8.3	4.7	6.3	6.8
$100,001 TO $150,000 [$125,000.5]	56	15	11	7	23	5	29	20	2	38	18	36	20	40	16
	9.9	7.0	7.9	11.5	15.1	7.0	9.5	12.4	6.3	12.1	7.1	13.5	6.6	11.0	8.3

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q34 WHAT IS YOUR APPROXIMATE ANNUAL HOUSEHOLD INCOME (BEFORE TAXES)?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
$150,001 TO $200,00 [$175,000.5]	29	6	8	4	11	5	16	7	1	21	8	21	8	24	5
	5.1	2.8	5.7	6.6	7.2	7.0	5.3	4.3	3.1	6.7	3.1	7.9	2.7	6.6	2.6
$200,001 OR HIGHER [$250,000]	44	13	6	7	18	2	22	17	3	35	9	24	20	33	11
	7.7	6.0	4.3	11.5	11.8	2.8	7.2	10.6	9.4	11.2	3.5	9.0	6.6	9.1	5.7
REFUSED	150	55	30	19	46	23	78	38	11	79	71	58	92	93	49
	26.4	25.6	21.4	31.1	30.3	32.4	25.7	23.6	34.4	25.2	27.8	21.8	30.6	25.6	25.5
MEAN HOUSEHOLD INCOME	418	160	110	42	106	48	226	123	21	234	184	208	209	270	143
	73.6	74.4	78.6	68.9	69.7	67.6	74.3	76.4	65.6	74.8	72.2	78.2	69.4	74.4	74.5

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q35A. IN TOTAL, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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 PERSON	152	57	43	15	37	16	84	39	13	78	74	78	73	116	35
	26.8	26.5	30.7	24.6	24.3	22.5	27.6	24.2	40.6	24.9	29.0	29.3	24.3	32.0	18.2
2 PEOPLE	156	53	40	20	43	20	77	53	6	92	64	75	81	112	43
	27.5	24.7	28.6	32.8	28.3	28.2	25.3	32.9	18.8	29.4	25.1	28.2	26.9	30.9	22.4
3 PEOPLE	92	34	23	4	31	13	53	22	4	50	42	40	52	54	35
	16.2	15.8	16.4	6.6	20.4	18.3	17.4	13.7	12.5	16.0	16.5	15.0	17.3	14.9	18.2
4 PEOPLE	82	33	15	14	20	12	41	26	3	50	32	41	41	44	35
	14.4	15.3	10.7	23.0	13.2	16.9	13.5	16.1	9.4	16.0	12.5	15.4	13.6	12.1	18.2
5 PEOPLE	37	14	9	5	9	3	22	7	5	23	14	17	20	20	17
	6.5	6.5	6.4	8.2	5.9	4.2	7.2	4.3	15.6	7.3	5.5	6.4	6.6	5.5	8.9
6-9 PEOPLE	25	9	7	3	6	4	16	5	-	11	14	7	18	9	16
	4.4	4.2	5.0	4.9	3.9	5.6	5.3	3.1		3.5	5.5	2.6	6.0	2.5	8.3
10 OR MORE PEOPLE	4	4	-	-	-	-	2	2	-	1	3	-	4	1	3
	0.7	1.9					0.7	1.2		0.3	1.2		1.3	0.3	1.6
MEAN (AVERAGE) NUMBER OF PEOPLE IN HOUSEHOLD	2.67	2.80	2.50	2.72	2.62	2.68	2.72	2.62	2.39	2.65	2.69	2.51	2.81	2.38	3.21
DON'T KNOW/REFUSED	20	11	3	-	6	3	9	7	1	8	12	8	12	7	8
	3.5	5.1	2.1		3.9	4.2	3.0	4.3	3.1	2.6	4.7	3.0	4.0	1.9	4.2

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q35B. AND HOW MANY ARE UNDER AGE 18?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - 2 OR MORE PEOPLE IN HOUSEHOLD	396	147	94	46	109	52	211	115	18	227	169	180	216	240	149
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
NONE	261	97	65	31	68	37	132	83	9	149	112	131	130	160	96
	65.9	66.0	69.1	67.4	62.4	71.2	62.6	72.2	50.0	65.6	66.3	72.8	60.2	66.7	64.4
1 CHILD	55	15	15	6	19	10	33	11	1	33	22	20	35	35	20
	13.9	10.2	16.0	13.0	17.4	19.2	15.6	9.6	5.6	14.5	13.0	11.1	16.2	14.6	13.4
2 CHILDREN	56	23	8	6	19	4	29	18	5	36	20	22	34	35	19
	14.1	15.6	8.5	13.0	17.4	7.7	13.7	15.7	27.8	15.9	11.8	12.2	15.7	14.6	12.8
3 CHILDREN	20	9	5	3	3	1	14	2	3	9	11	7	13	10	10
	5.1	6.1	5.3	6.5	2.8	1.9	6.6	1.7	16.7	4.0	6.5	3.9	6.0	4.2	6.7
4 OR MORE CHILDREN	4	3	1	-	-	-	3	1	-	-	4	-	4	-	4
	1.0	2.0	1.1				1.4	0.9			2.4		1.9		2.7
MEAN (AVERAGE) NUMBER OF CHILDREN	1.8	2.0	1.7	1.8	1.6	1.4	1.8	1.8	2.2	1.7	2.0	1.7	1.8	1.7	2.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q36. DO YOU HAVE A DISABILITY OR HEALTH CONDITION THAT AFFECTS THE TRAVEL CHOICES YOU MAKE FOR TRIPS WITHIN SAN FRANCISCO?

	TOTAL	HOW OFTEN RIDE MUNI 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	VISITED SFMTA.COM YES	NO/DK	GENDER MALE	FEMALE	VOTED IN SF IN LAST 2 YRS YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	80	26	29	5	20	8	47	18	7	33	47	36	44	63	16
	14.1	12.1	20.7	8.2	13.2	11.3	15.5	11.2	21.9	10.5	18.4	13.5	14.6	17.4	8.3
NO	474	184	110	55	125	60	250	139	25	273	201	224	249	295	173
	83.5	85.6	78.6	90.2	82.2	84.5	82.2	86.3	78.1	87.2	78.8	84.2	82.7	81.3	90.1
DON'T KNOW	3	1	-	-	2	-	3	-	-	2	1	1	2	2	1
	0.5	0.5			1.3		1.0			0.6	0.4	0.4	0.7	0.6	0.5
REFUSED	11	4	1	1	5	3	4	4	-	5	6	5	6	3	2
	1.9	1.9	0.7	1.6	3.3	4.2	1.3	2.5		1.6	2.4	1.9	2.0	0.8	1.0

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q37. GENDER

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MALE	266	98	69	34	65	36	140	78	12	162	104	266	-	179	83
	46.8	45.6	49.3	55.7	42.8	50.7	46.1	48.4	37.5	51.8	40.8	100.0		49.3	43.2
FEMALE	301	117	71	27	86	35	164	82	20	150	151	-	301	183	109
	53.0	54.4	50.7	44.3	56.6	49.3	53.9	50.9	62.5	47.9	59.2		100.0	50.4	56.8
TRANSGENDER OR TRANSEXUAL	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-
	0.2				0.7			0.6		0.3				0.3	

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2015 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

| | TOTAL | HOW OFTEN RIDE MUNI | | | | RATING OF MUNI SVC. | | | | VISITED SFMTA.COM | | GENDER | | VOTED IN SF IN LAST 2 YRS | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	109	41	28	8	32	12	55	30	12	58	51	48	60	67	41
	19.2	19.1	20.0	13.1	21.1	16.9	18.1	18.6	37.5	18.5	20.0	18.0	19.9	18.5	21.4
ZONE 2	146	55	41	18	32	18	70	50	8	87	59	77	69	104	42
	25.7	25.6	29.3	29.5	21.1	25.4	23.0	31.1	25.0	27.8	23.1	28.9	22.9	28.7	21.9
ZONE 3	89	35	19	14	21	17	48	20	4	59	30	41	48	60	25
	15.7	16.3	13.6	23.0	13.8	23.9	15.8	12.4	12.5	18.8	11.8	15.4	15.9	16.5	13.0
ZONE 4	98	27	20	11	40	9	56	31	2	56	42	42	56	69	26
	17.3	12.6	14.3	18.0	26.3	12.7	18.4	19.3	6.3	17.9	16.5	15.8	18.6	19.0	13.5
ZONE 5	122	55	31	10	26	14	73	29	6	51	71	57	65	63	57
	21.5	25.6	22.1	16.4	17.1	19.7	24.0	18.0	18.8	16.3	27.8	21.4	21.6	17.4	29.7
REFUSED	4	2	1	-	1	1	2	1	-	2	2	1	3	-	1
	0.7	0.9	0.7		0.7	1.4	0.7	0.6		0.6	0.8	0.4	1.0		0.5

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LANGUAGE

	TOTAL	HOW OFTEN RIDE MUNI				RATING OF MUNI SVC.				VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESPONDENTS	568	215	140	61	152	71	304	161	32	313	255	266	301	363	192
	100.0	100.0	100.0	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	529	197	125	59	148	71	276	152	30	312	217	253	275	352	167
	93.1	91.6	89.3	96.7	97.4	100.0	90.8	94.4	93.8	99.7	85.1	95.1	91.4	97.0	87.0
SPANISH	12	7	3	-	2	-	8	2	2	1	11	4	8	1	11
	2.1	3.3	2.1		1.3		2.6	1.2	6.3	0.3	4.3	1.5	2.7	0.3	5.7
CANTONESE	27	11	12	2	2	-	20	7	-	-	27	9	18	10	14
	4.8	5.1	8.6	3.3	1.3		6.6	4.3			10.6	3.4	6.0	2.8	7.3

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