

S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2018

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

**prepared for
S.F. MUNICIPAL TRANSPORTATION AGENCY**

**compiled by
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EXECUTIVE SUMMARY

Ridership Survey 2018 - 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 609 interviews were conducted during the period June 26, 2018 to August 12, 2018. Interviews were conducted in English, Spanish, and Cantonese. The margin of error is +/-3.9%.

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

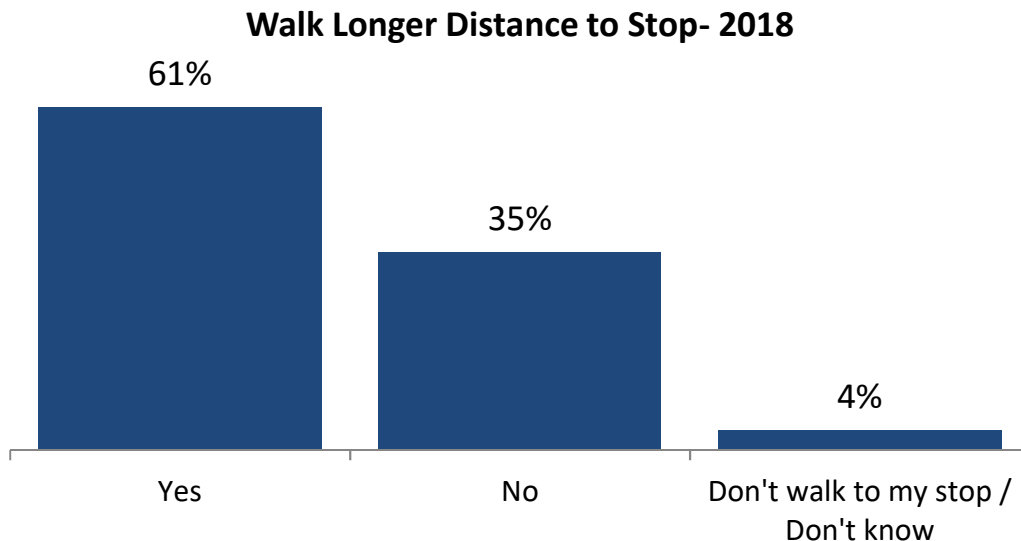
KEY FINDINGS

USAGE OF MUNI

Most respondents are using Muni to commute to work (46%) . Just over one in ten respondents (16%) are using Muni to travel to conduct personal business. Slightly fewer (15%) are traveling to a recreation/restaurant destination.

WALK LONGER DISTANCE VS. DECREASED TRAVEL TIME

Nearly two-thirds (61%) indicate that they would consider walking a longer distance to their Muni stop if they knew it would reduce their overall travel time.

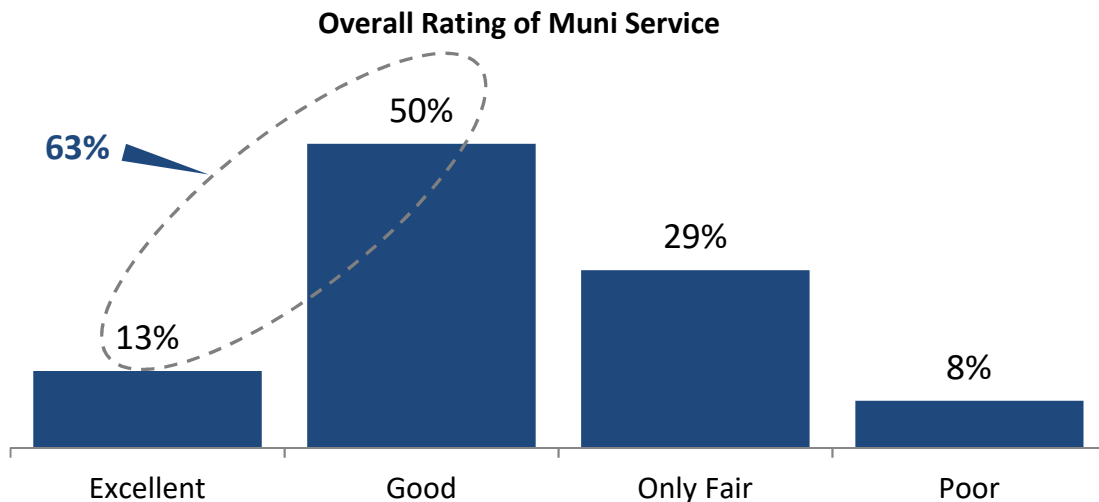


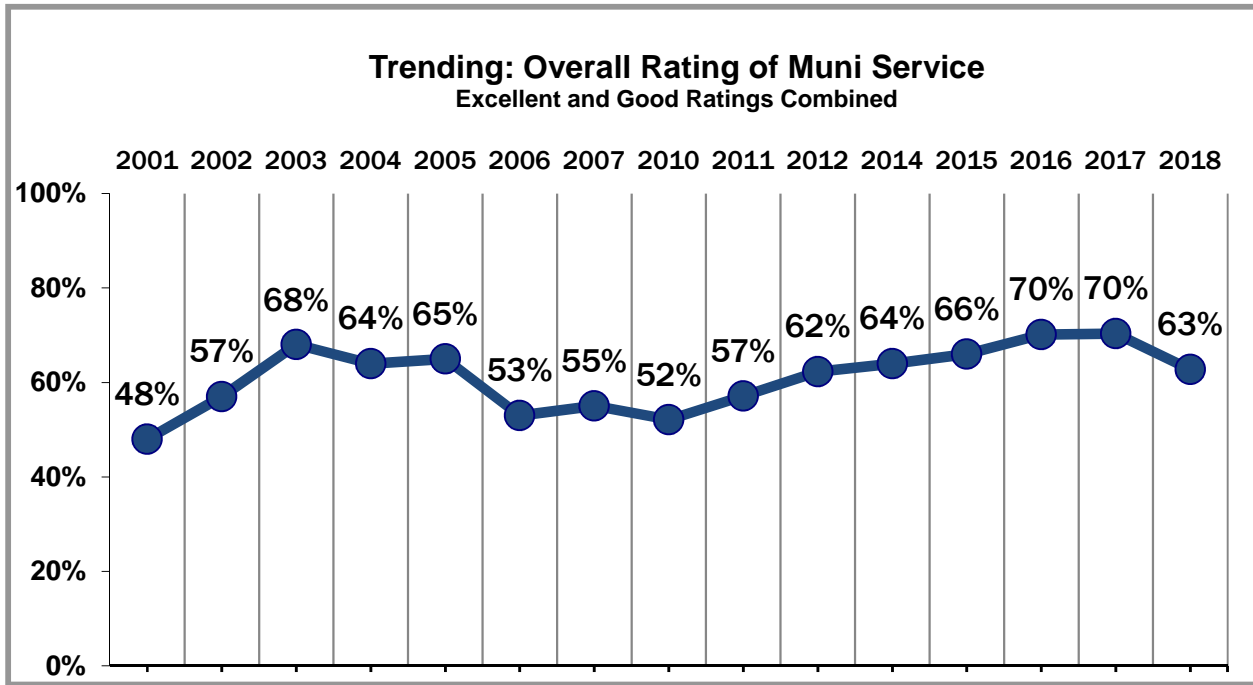
Would you consider walking a longer distance to your Muni stop if you knew it would reduce your overall travel time?

	Yes	No	NA/DK
Total (all respondents) (n = 609)	61%	35%	4%
<u>Year</u>			
2018 (n = 609)	61%	35%	4%
2017 (n = 553)	57%	39%	4%
2016 (n = 543).....	62%	35%	4%
<u>Age</u>			
18-24 (n = 42)	81%	17%	2%
25-44 (n = 250).....	68%	30%	2%
45-64 (n = 206)	63%	33%	4%
65+ (n = 111)	34%	59%	8%
<u>Disability</u>			
Yes (n = 71)	34%	63%	3%
No (n = 529)	65%	31%	4%

OVERALL RATING TREND

-) Nearly two-thirds of respondents (63%) rate Muni service as excellent or good.
-) Overall Satisfaction among Muni riders has decreased to below the 2014 level.





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 generally rate the service more highly than other riders.
-) Those using Muni for work/school or personal business rate Muni service lower than other riders.
-) Cash (and other payment types) users rated the service better than Clipper users.

Satisfaction Rating by...	Excellent / Good	Fair	Poor
Total (all respondents) (n = 609)	63%	29%	8%
<u>Usage of Muni</u>			
5 or more days/week (n = 218).....	58%	31%	10%
Several times a week (n = 151).....	66%	27%	7%
Once a week (n = 65).....	60%	35%	5%
Three times a month or less (n = 175).....	67%	27%	6%
<u>Trip Purpose</u>			
Work / School (n = 297)	55%	34%	11%
Personal Business (n = 98).....	65%	27%	8%
Other Purpose (n = 211)	72%	25%	4%

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

Satisfaction Rating by...	Excellent / Good	Fair	Poor
Total (all respondents) (n = 609)	63%	29%	8%
<u>Income</u>			
Less than \$25,000 (n = 65)	66%	23%	11%
\$25,000 - \$49,999 (n = 92)	72%	16%	12%
\$50,000 - \$74,999 (n = 86)	62%	33%	6%
\$75,000 - \$99,999 (n = 46)	65%	28%	7%
\$100,000 or more (n = 320)	59%	33%	7%
<u>Gender</u>			
Male (n = 315)	62%	30%	7%
Female (n = 294)	63%	28%	9%
<u>Payment Type</u>			
Clipper* (n = 406)	58%	32%	9%
Cash (n = 112)	71%	23%	6%
Other (n = 91)	73%	23%	4%
<u>Route Type</u>			
Regular (n = 269)	66%	27%	7%
Rapid Bus (n = 122)	70%	24%	6%
Rapid Rail (n = 218)	55%	35%	10%

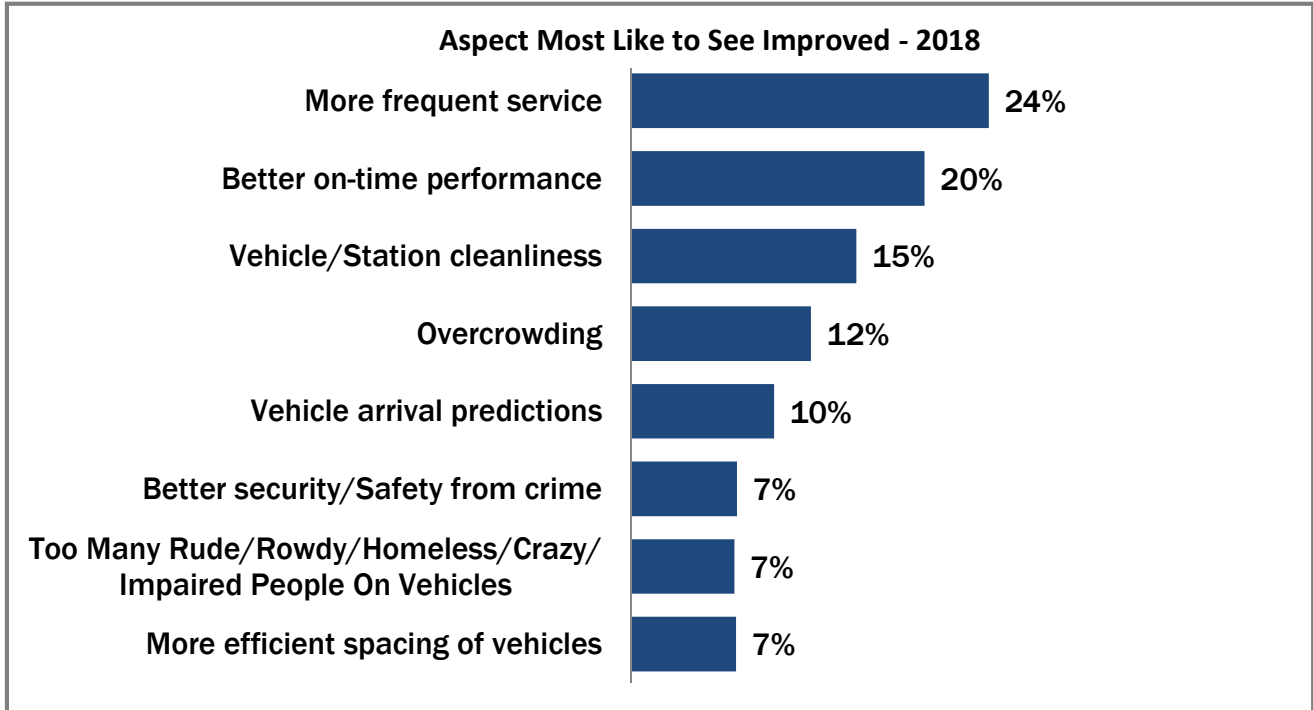
* Clipper includes those who used Clipper Cash and and those who used a Clipper Monthly Pass

IMPROVING MUNI

The aspects of MUNI respondents would most like to see improved is service frequency.

-) Service frequency is cited by 24% of respondents when asked for the single most important improvement. This is the same as last year.
-) On-time performance, cleanliness, and overcrowding are also cited by a high share of respondents.

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



2018 vs 2017 vs. 2016 Improvement	2018	2017	2016
More frequent service	24%	19%	20%
Better on-time performance	20%	14%	17%
Vehicle/Station cleanliness	14%	12%	13%
Overcrowding.....	12%	14%	17%
Vehicle arrival predictions	10%	6%	6%
Better security/safety from crime	7%	4%	7%
Too many rude/rowdy/homeless/crazy/impaired people on vehicles	7%	6%	4%
More efficient spacing of vehicles	7%	6%	4%

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

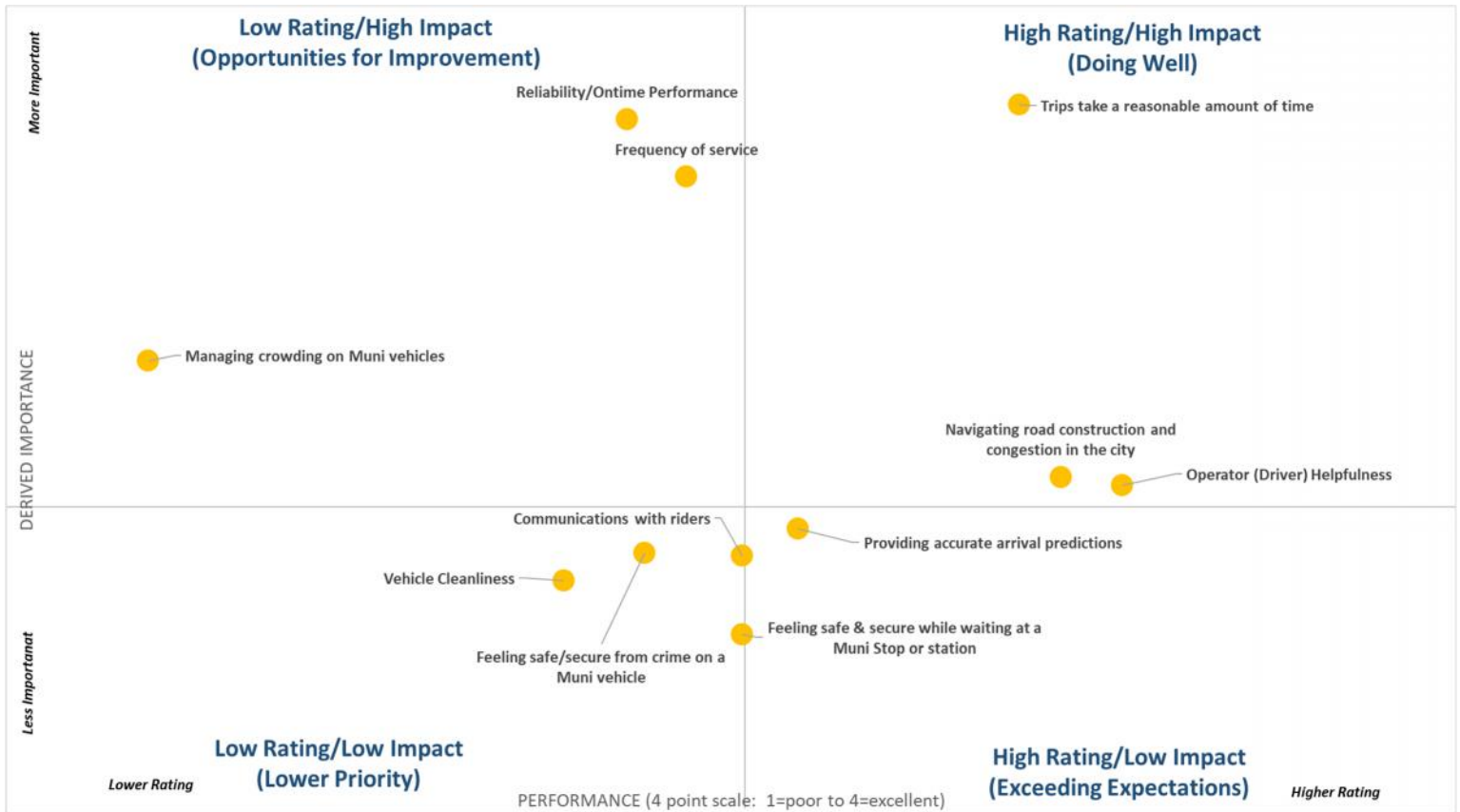
MUNI SERVICE ATTRIBUTES

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 managing crowding on Muni vehicles.

Attribute Quadrant Chart



MUNI SERVICE ATTRIBUTES

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

-) Individual attributes have decreased or remained the same compared to 2017. The greatest decreases were Frequency of Service, Reliability/On-time Performance, and Accurate Arrival Predictions which decreased by 9%, 8%, and 7% respectively.

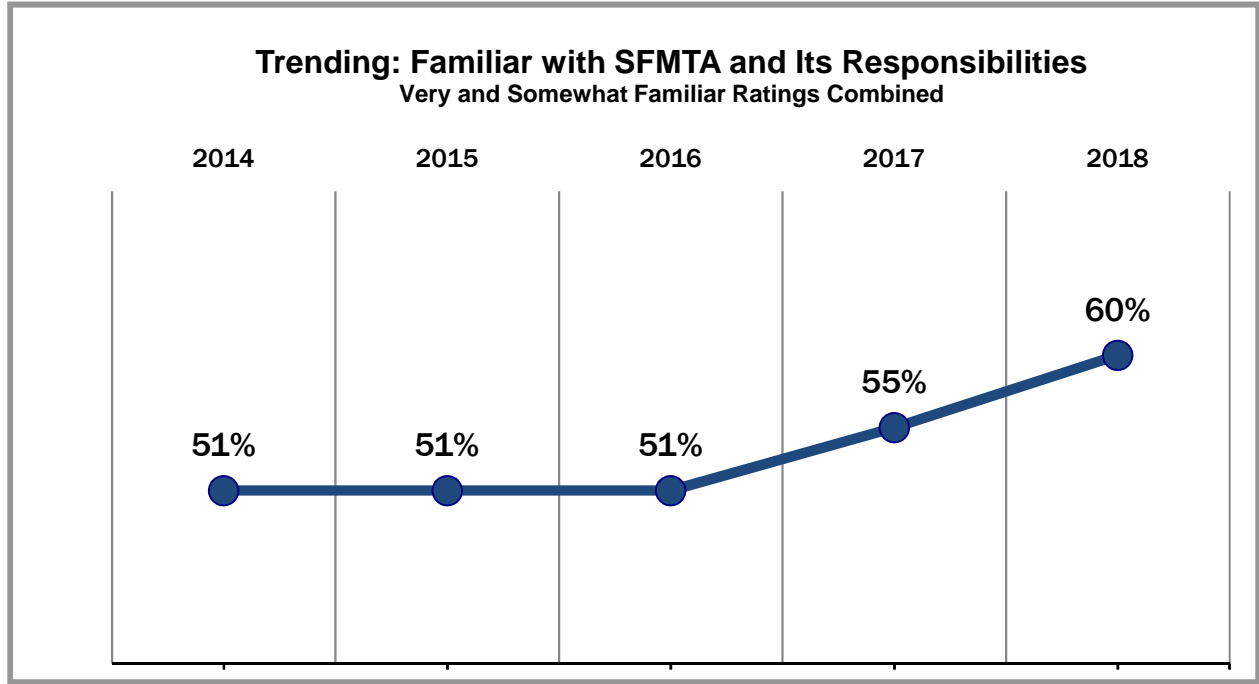
	(% saying <u>excellent</u> or <u>good</u>)				
	2018	2017	2016	2015	2014
Accessibility for persons with disabilities.....	75%	78%	75%	78%	79%
Trips take a reasonable amount of time.....	68%	66%	65%	66%	Not Asked
Operator (driver) helpfulness.....	67%	71%	71%	66%	67%
Navigating road construction / congestion.....	66%	65%	-----	Not asked-----	-----
Feeling safe & secure waiting at a Muni stop.....	57%	59%	59%	59%	61%
Accurate arrival predictions	55%	62%	-----	Not asked-----	-----
Communication with riders.....	55%	54%	55%	48%	49%
Feeling safe & secure from crime on a Muni vehicle	54%	60%	55%	54%	60%
Frequency of service^.....	51%	60%	58%	57%	55%
Vehicle cleanliness.....	51%	51%	51%	43%	49%
Reliability/On-time performance.....	50%	58%	56%	52%	50%
Managing crowding on Muni vehicles.....	33%	39%	35%	32%	31%

^ Wording changed slightly, previous to 2015 this was worded "Service Frequency"

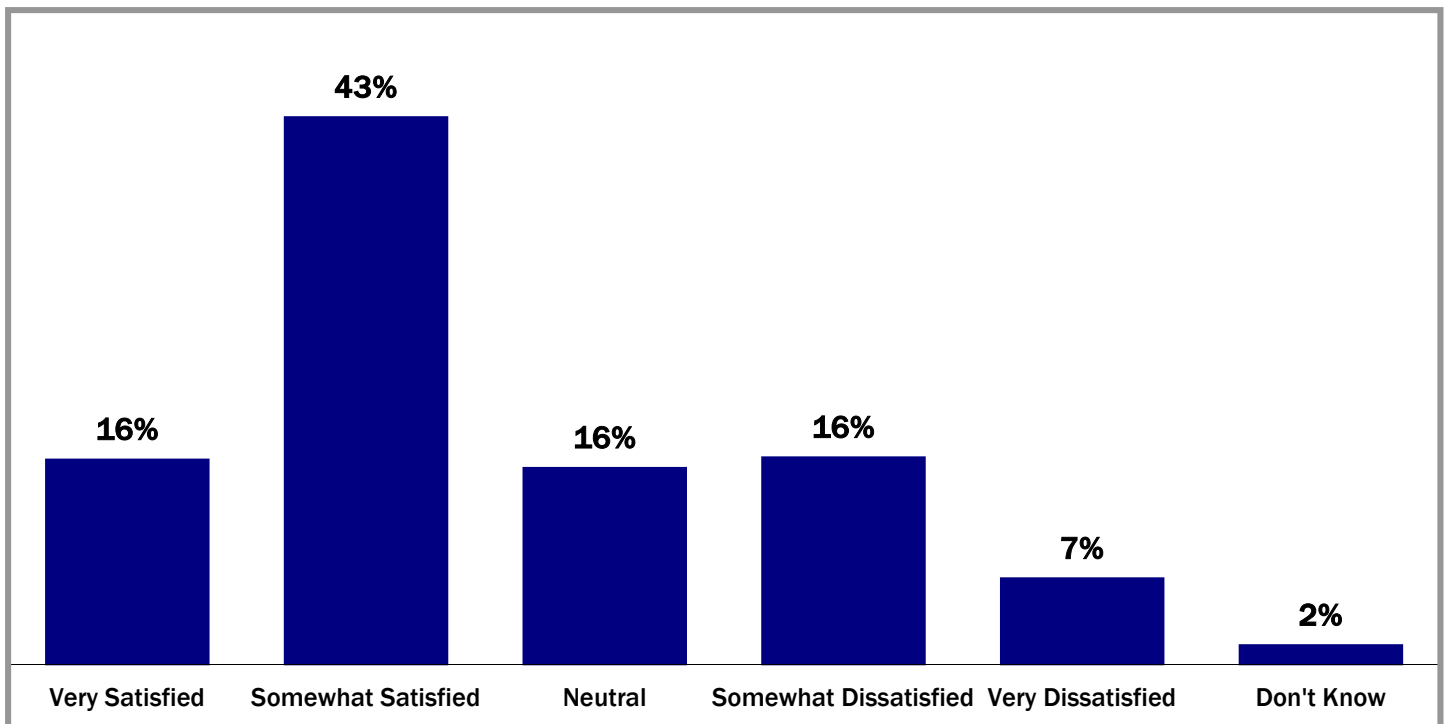
SFMTA RESPONSIBILITIES

Over half (60%) of respondents are very/somewhat familiar with the SFMTA and its responsibilities.

Over half of respondents (60%) were at least somewhat satisfied with Muni’s management of transportation in San Francisco



How Satisfied Are You With The Job SFMTA Does With Managing Transportation In San Francisco?



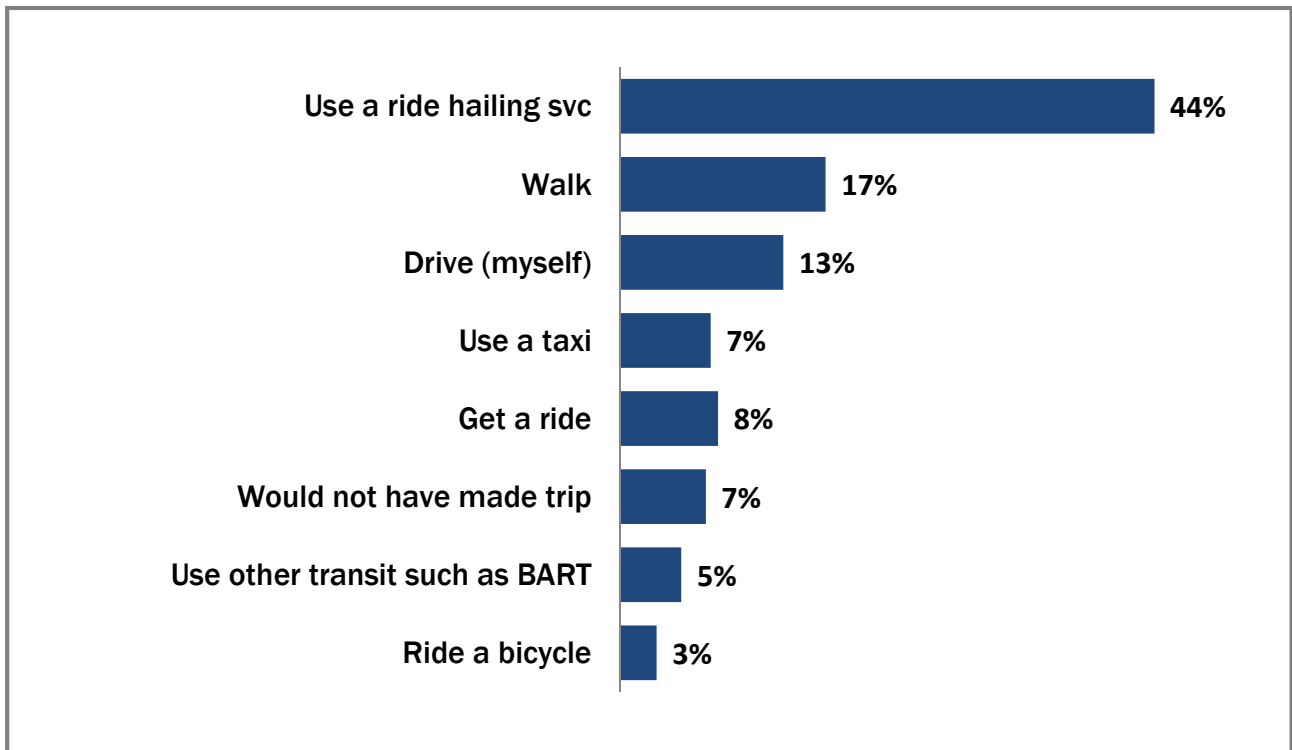
Alternative Mode if Muni Not Available

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

-) Use a ridesharing service such as Uber or Lyft (44%)
-) Walk (17%)
-) Drive (13%)

Most riders would still have made the trip, as only 7% indicated they would not have made the trip at all.

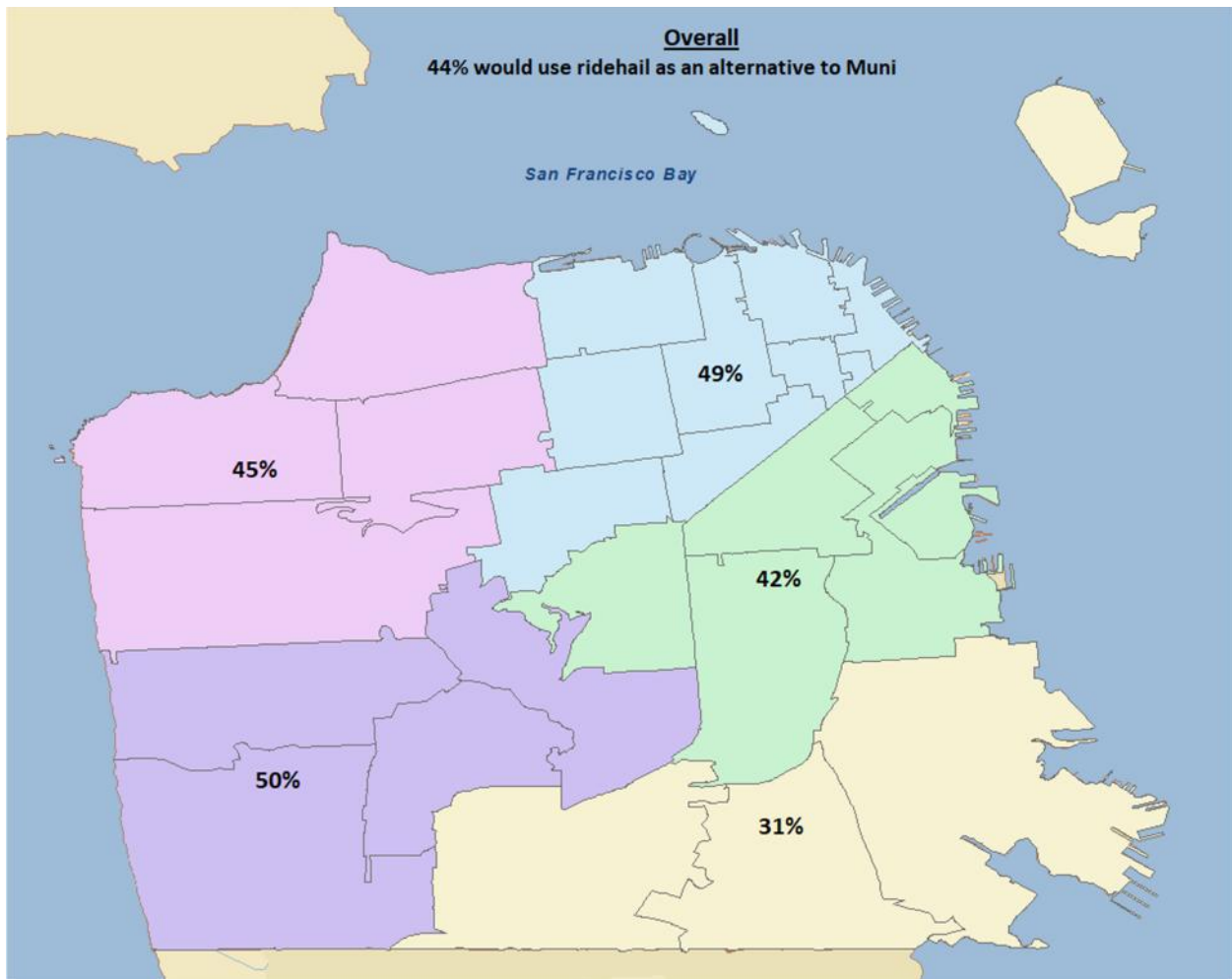
Think About Your Last Muni Trip. If Muni Was Not Available For That Trip, How Would You Have Gotten Where You Needed To Go?



ALTERNATIVES IF MUNI NOT AVAILABLE – 2018 vs. 2017 vs. 2016

	2018	2017	2016
Use A Ride Hailing Service Such As Uber Or Lyft	44%	34%	29%
Walk	17%	17%	21%
Drive (Myself)	13%	17%	14%
Use A Taxi	7%	9%	9%
Use Other Transit, Such As BART	6%	5%	12%
Would Not Have Made Trip	5%	7%	5%
Get A Ride	5%	8%	6%
Ride A Bicycle	3%	3%	4%

MUNI RIDERS WHO WOULD USE RIDE HAILING AS AN ALTERNATIVE TO MUNI



MUNI RIDERS WHO WOULD USE RIDE HAILING AS AN ALTERNATIVE TO MUNI

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

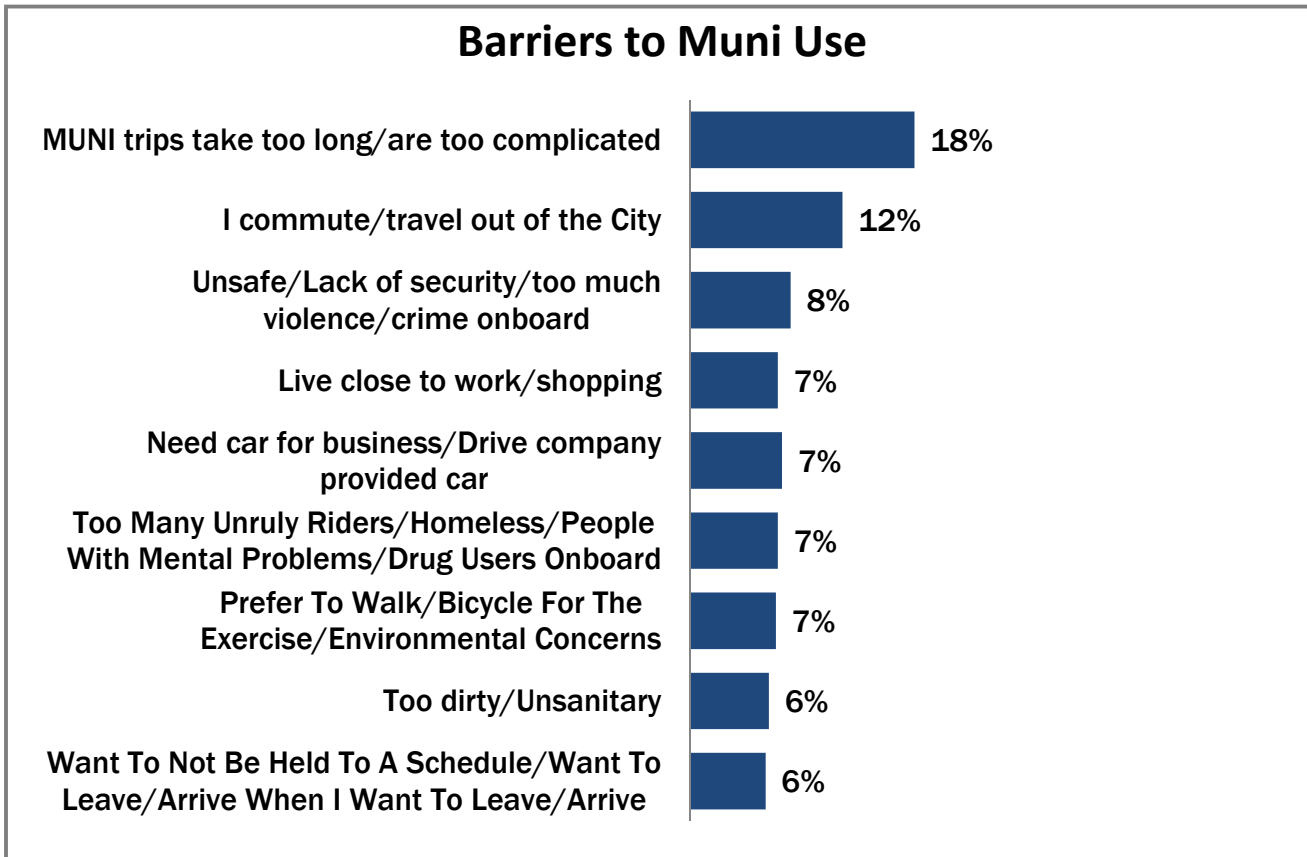
	Ride Hail Service	Other Mode
Total (all respondents) (n = 609)	44%	57%
<u>Usage of Muni</u>		
5 or more days/week (n = 218).....	42%	58%
Several times a week (n = 151)	39%	61%
Once a week (n = 65).....	37%	63%
Three times a month or less (n = 175).....	51%	49%
<u>Trip Purpose</u>		
Work / School (n = 297)	48%	52%
Personal Business (n = 98).....	38%	62%
Other Purpose (n = 211)	40%	60%
<u>Age</u>		
18-24 (n = 42)	48%	52%
25-44 (n = 250).....	58%	42%
45-64 (n = 206)	36%	64%
65+ (n = 111)	23%	77%
<u>Disability</u>		
Yes (n = 71)	23%	77%
No (n = 529)	46%	54%
<u>Income</u>		
Less than \$25,000 (n = 65)	22%	78%
\$25,000 - \$49,999 (n = 92)	32%	68%
\$50,000 - \$74,999 (n = 86)	41%	59%
\$75,000 - \$99,999 (n = 46)	41%	59%
\$100,000 or more (n = 320).....	53%	47%
<u>Payment</u>		
Clipper* (n = 406).....	51%	49%
Cash (n = 112)	32%	68%
Other (n = 91)	24%	76%

* Clipper includes those who used Clipper Cash and those who used a Clipper Monthly Pass

NON-RIDERS

For those respondents who were traveling in the City, the biggest barrier to MUNI use is the time the MUNI trip would take.

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



Base: 2018 Total Non-Riders (n=436)
 Partial list, see crosstablulated tables for complete list



RIDERSHIP SURVEY 2018

Conducted for the San Francisco Municipal Transportation Agency

KEY FINDINGS

June to August 2018

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

San Francisco, California

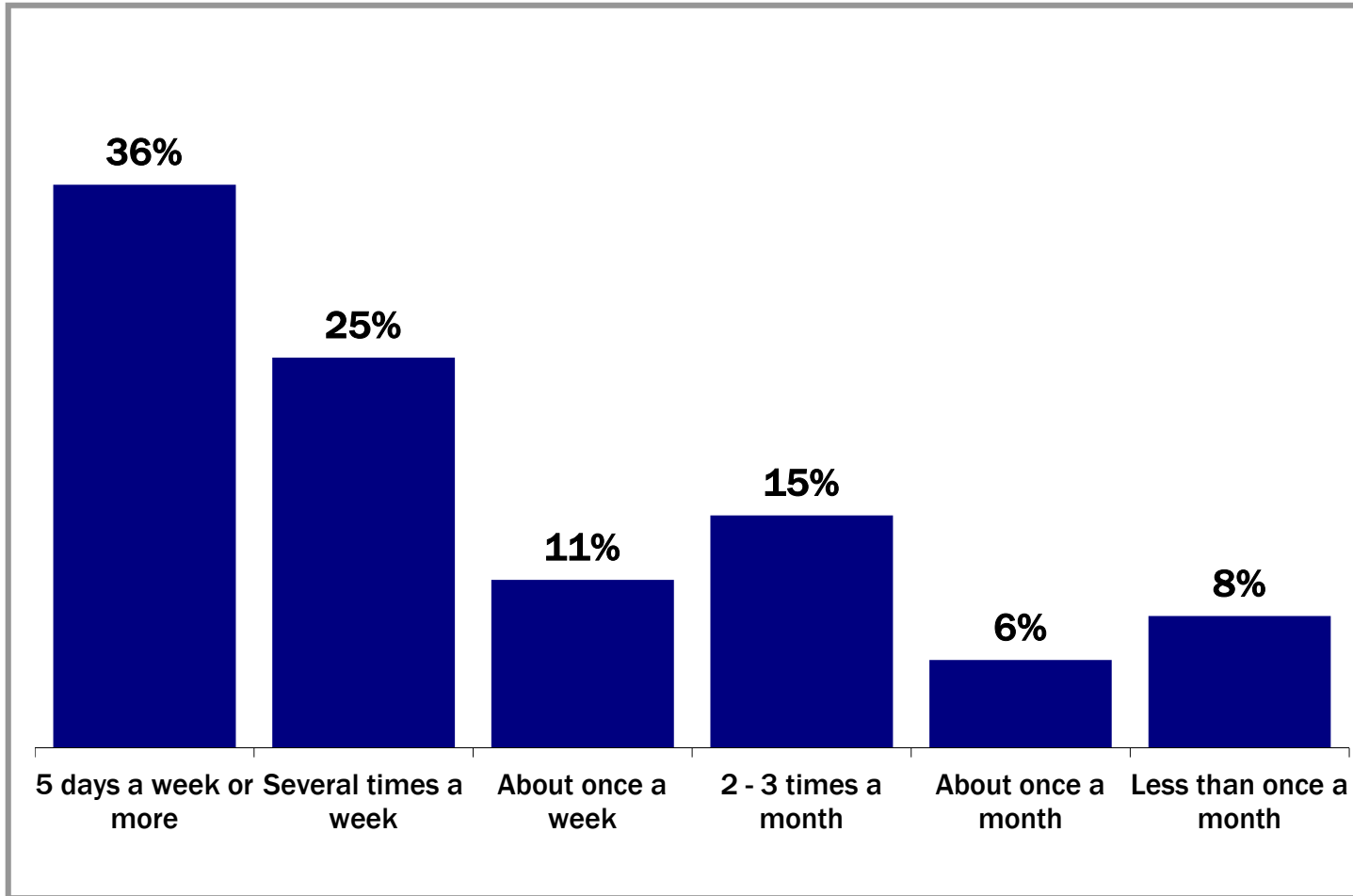
SURVEY DETAILS

TECHNIQUE	Telephone interviewing
FIELD DATES	Field work conducted in June through August 2018
INTERVIEWS	609 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)	+/- 3.9% for total sample (n=609)
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

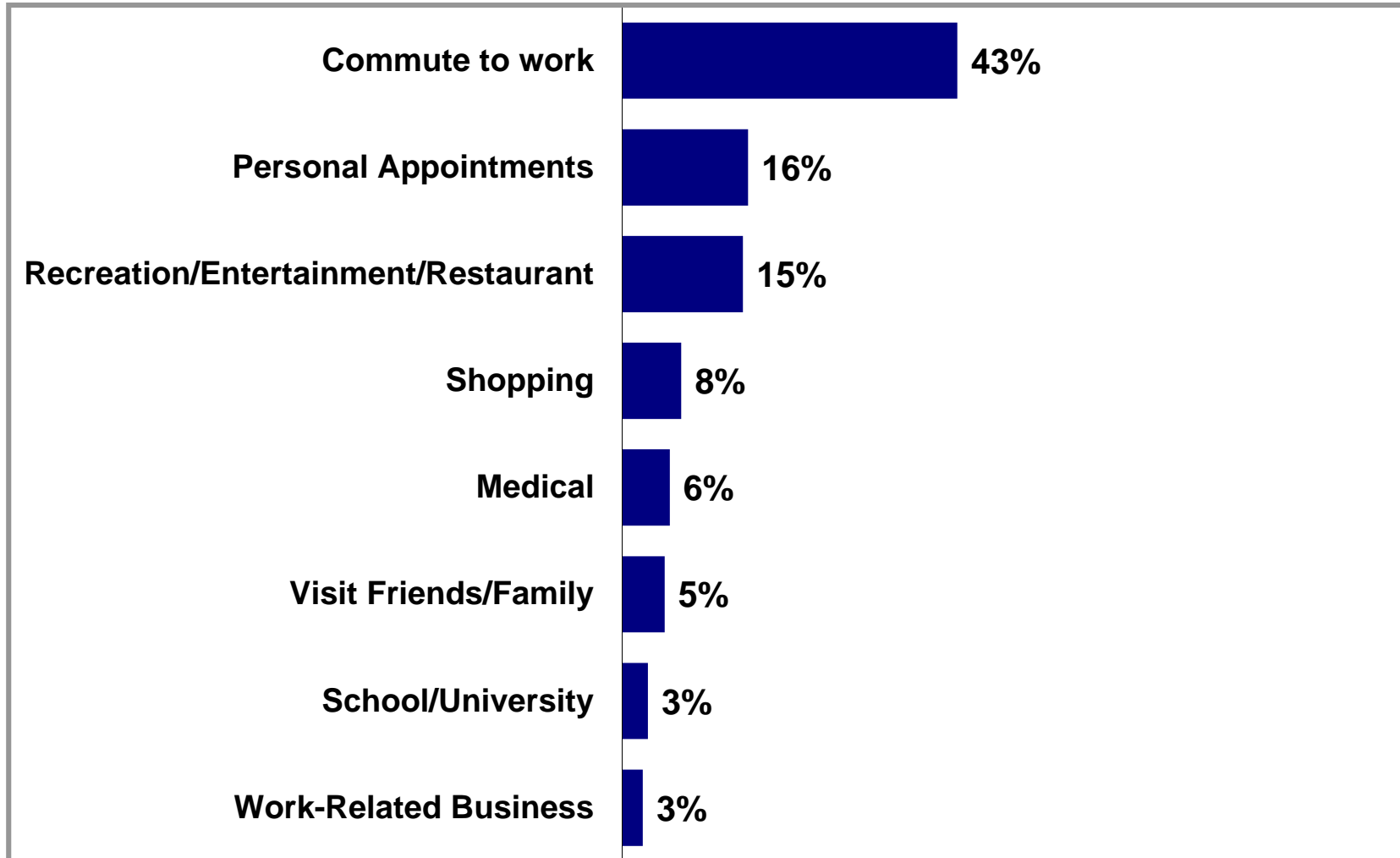
How often do you ride MUNI?



Base: 2018 Total (n=609)

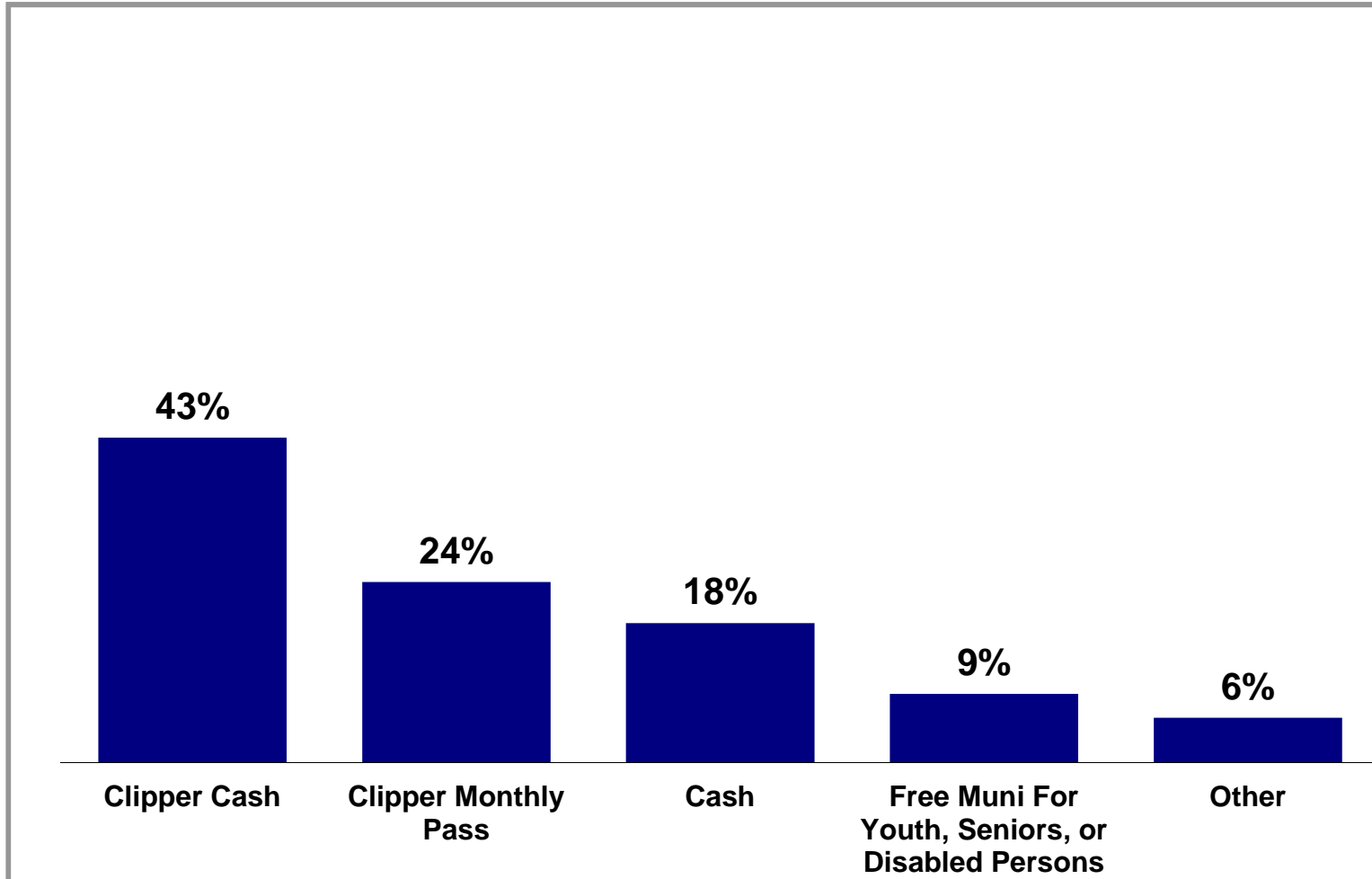
PURPOSE OF RIDING MUNI

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



FARE PAYMENT

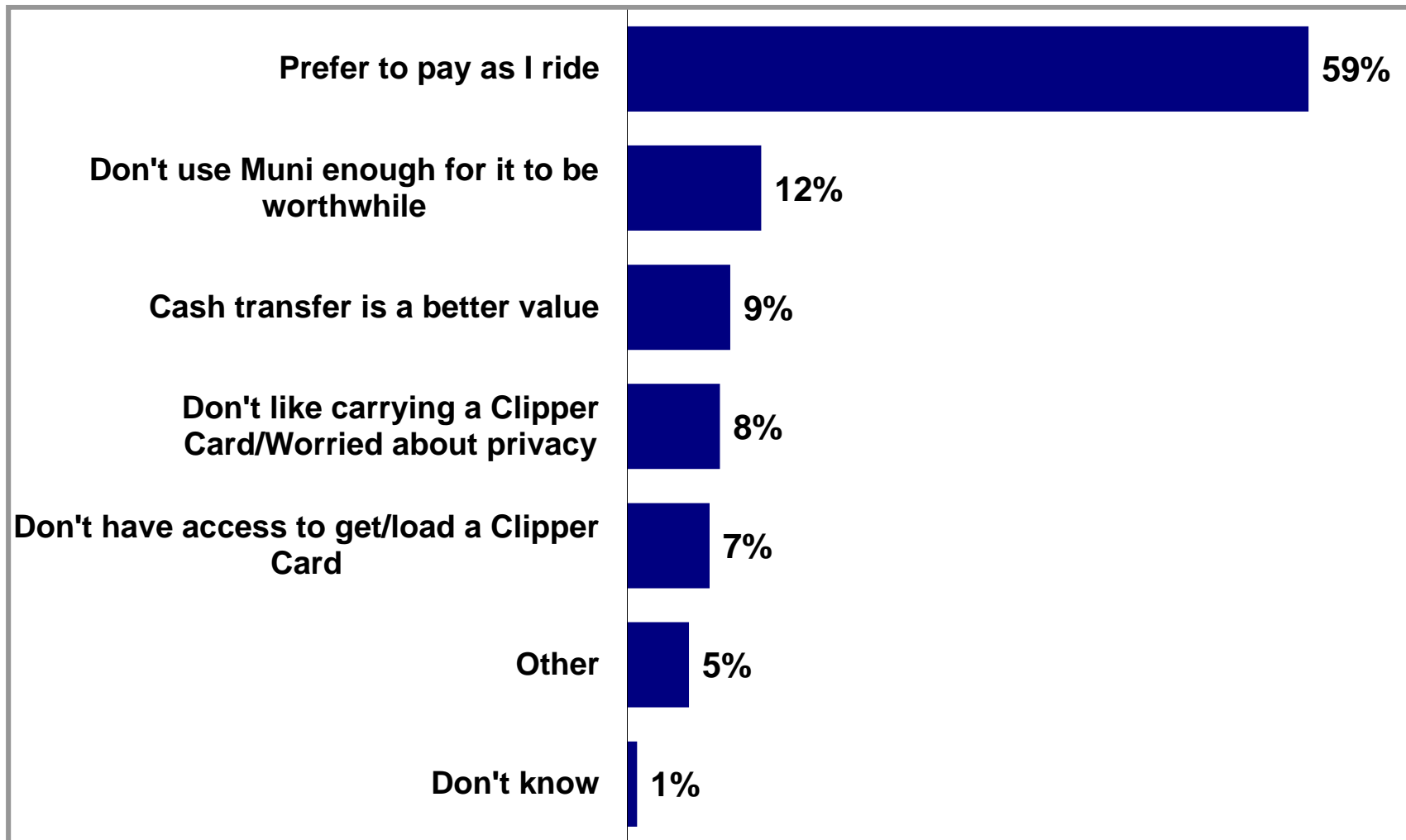
How do you usually pay your MUNI fare?



Base: 2018 Total (n=609)

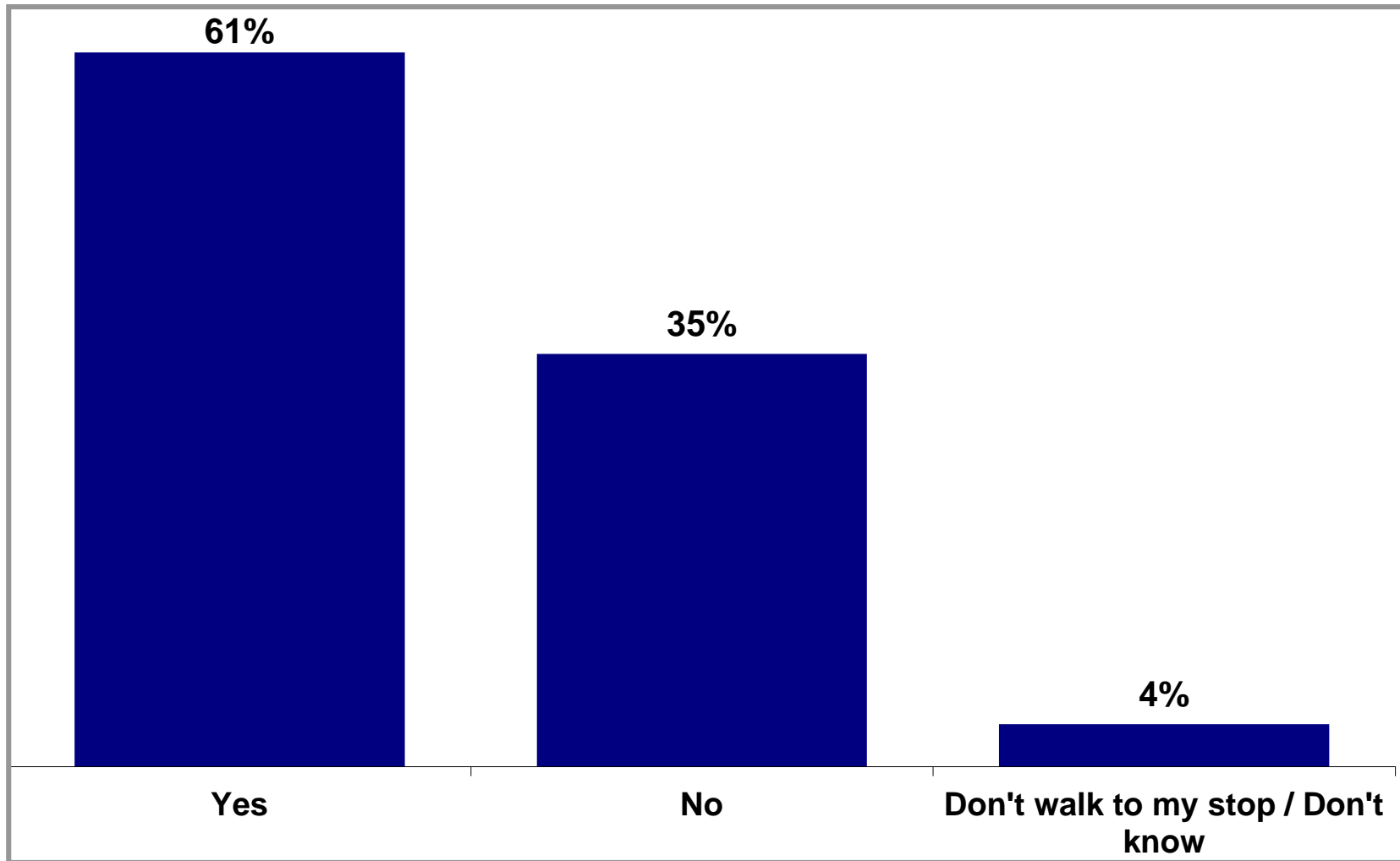
WHY CASH

What is the primary reason that you use cash?



WALK LONGER DISTANCE TO STOP

Would you consider walking a longer distance to your Muni stop if you knew it would reduce your overall travel time?

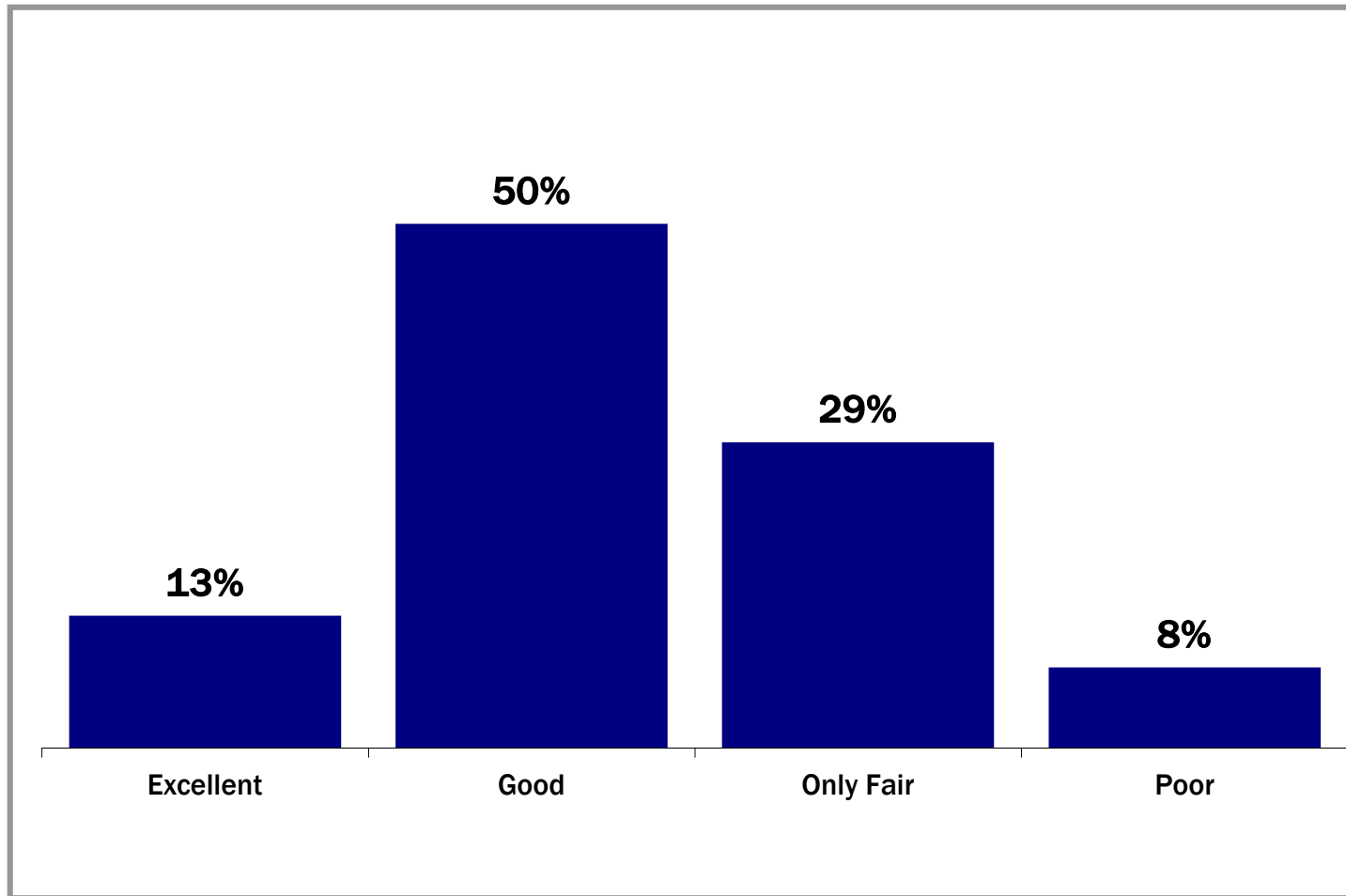


Base: 2018 Total (n=609)

SATISFACTION RATINGS

OVERALL RATING OF MUNI SERVICE (2018)

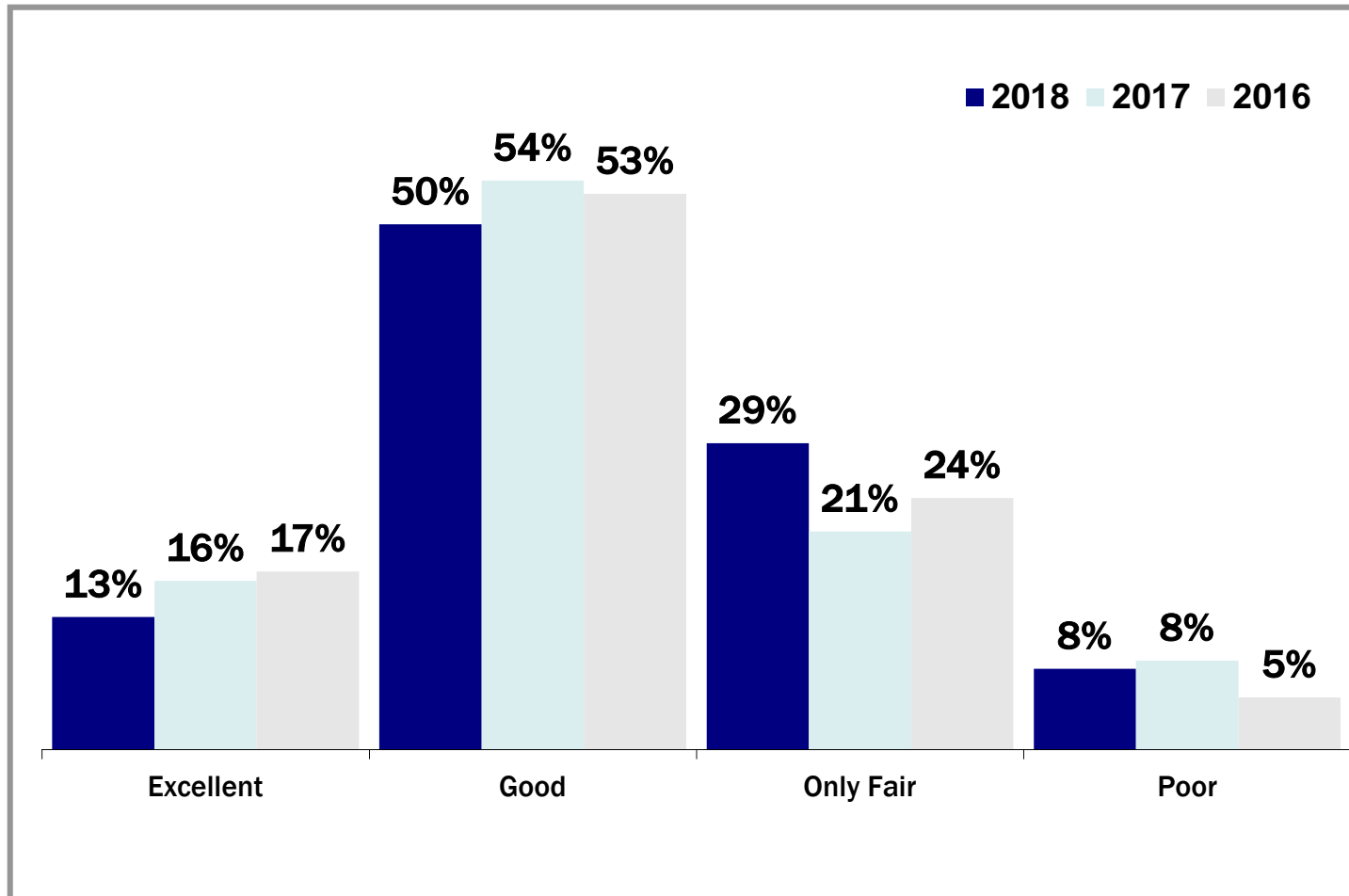
Overall, how would you rate MUNI's service? Would you say...



Base: 2018 Total (n=609)

OVERALL RATING OF MUNI SERVICE – THREE YEAR COMPARISON

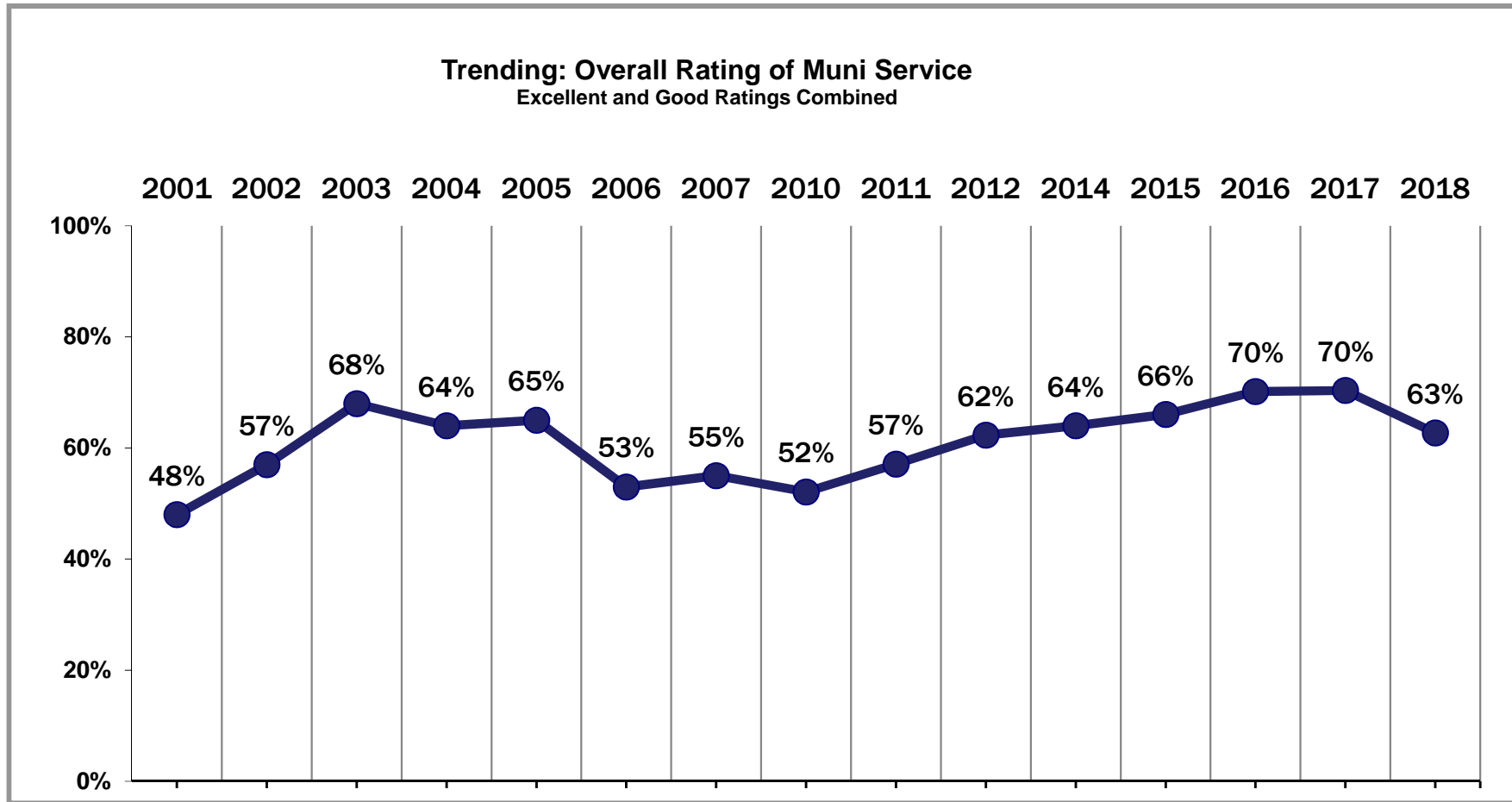
Overall, how would you rate MUNI's service? Would you say...



Base: 2018 Total (n=609)

OVERALL RATING OF MUNI SERVICE - TRENDING

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



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.

Base: 2018 Total (n=609)

OVERALL RATING OF MUNI SERVICE – SUB-GROUP RATINGS

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

Satisfaction Rating by...	----- 2018 -----		
	Excellent /Good	Fair Note: Read % across ▶	Poor
Total (all respondents) (n = 609)	63%	29%	8%
Usage of Muni			
5 or more days/week (n = 218).....	58%	31%	10%
Several times a week (n = 151).....	66%	27%	7%
Once a week (n = 65).....	60%	35%	5%
Three times a month or less often (n = 175).....	67%	27%	6%
By Service Line Type			
Regular Bus Line (n = 269).....	66%	27%	7%
Rapid Bus Lines (n = 122).....	70%	24%	6%
Rapid Rail Lines (n = 218).....	55%	35%	10%
Twin Peaks Tunnel Closure			
Routes K, L, M (n = 69).....	57%	39%	4%
All Other Routes (n = 449).....	66%	26%	8%

OVERALL RATING OF MUNI SERVICE – SUB-GROUP RATINGS (Continued)

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

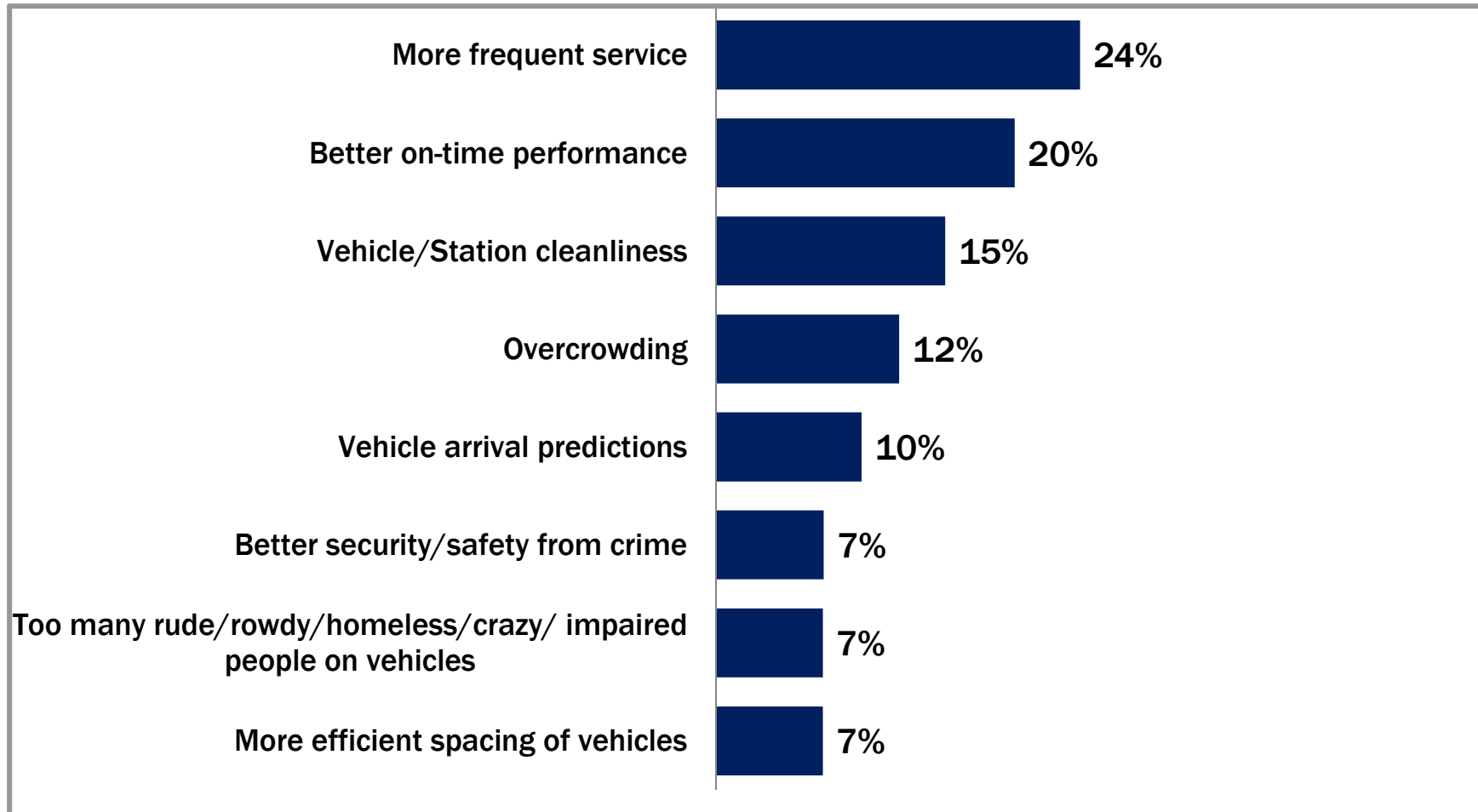
Satisfaction Rating by...	----- 2018 -----		
	Excellent / Good	Fair	Poor
Total (all respondents) (n = 609)	63%	29%	8%
Disability			
Disability or Condition Affecting Travel (n = 71).....	66%	28%	6%
Income			
Less than \$25,000 (n = 65).....	66%	23%	9%
\$25,000 - \$49,999 (n = 92).....	72%	16%	11%
\$50,000 - \$74,999 (n = 86).....	62%	33%	6%
\$75,000 - \$99,999 (n = 46).....	65%	28%	7%
\$100,000 or more (n = 320).....	59%	33%	7%

Note: Read % across ▶

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)



Note: Top items shown above. For complete list, reference the crosstabulated tables. To note: on this question 3% of respondents indicated they were satisfied with Muni service or made a similar positive comment.

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>)		
	2018	2017	2016
Accessibility for persons with disabilities.....	75%	78%	75%
Operator (driver) helpfulness.....	67%	71%	71%
Trips take a reasonable amount of time.....	68%	66%	65%
Navigating road construction / congestion.....	66%	65%	Not Asked
Accurate arrival predictions	55%	62%	Not Asked
Frequency of service.....	51%	60%	58%
Feeling safe & secure from crime on a Muni vehicle....	54%	60%	55%
Feeling safe & secure waiting at a Muni stop.....	57%	59%	59%
Reliability / On-time performance.....	50%	58%	56%
Communication with riders.....	55%	54%	55%
Vehicle cleanliness.....	51%	51%	51%
Managing crowding on Muni vehicles.....	33%	39%	35%

RATING OF SPECIFIC MUNI ATTRIBUTES - Tunnel Construction

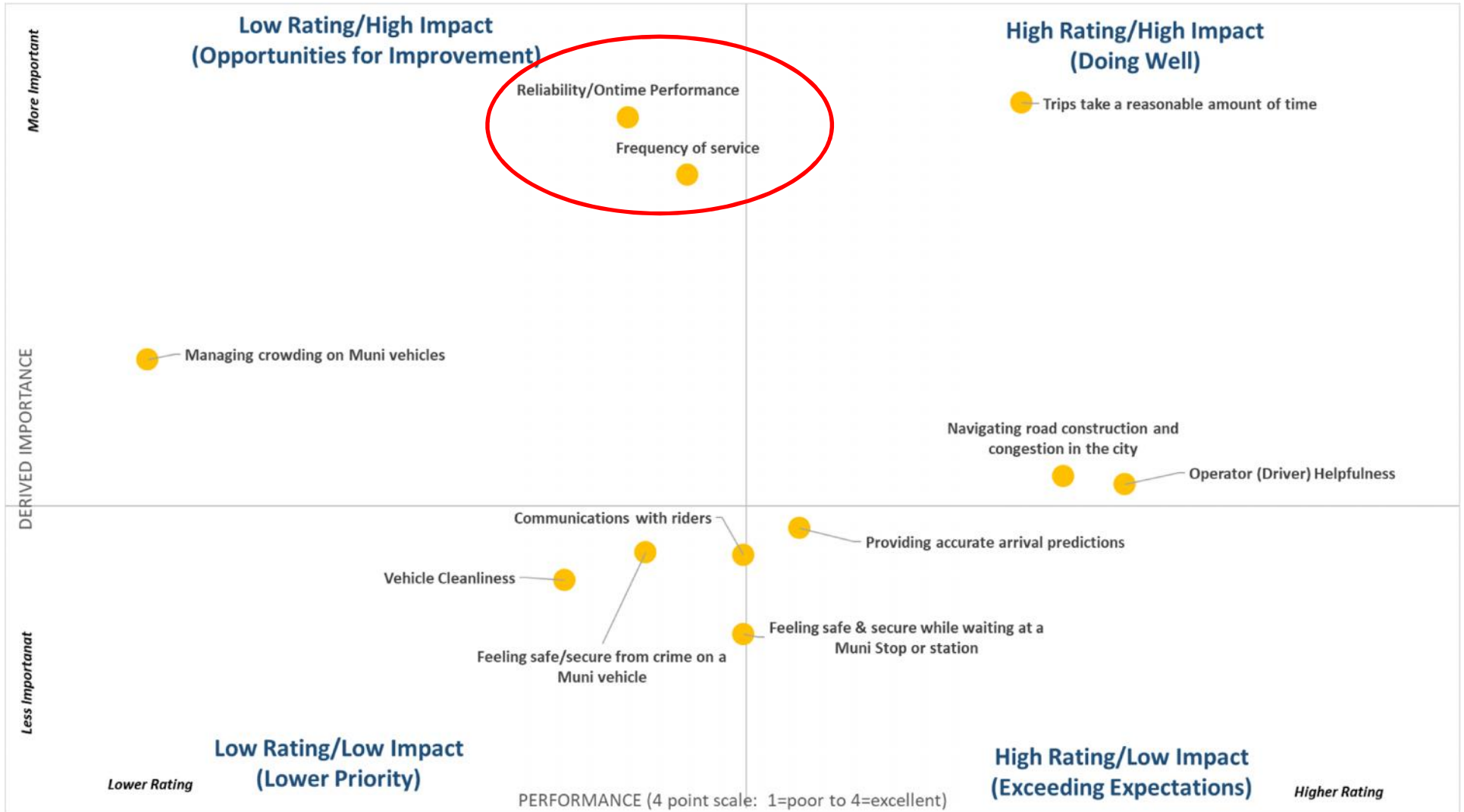
Now I would like to ask about the MUNI's performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area.

(% saying excellent or good)

	Total	Routes K, L, M, NX	Other Routes
Accessibility for persons with disabilities.....	75%	70%	77%
Trips take a reasonable amount of time.....	68%	72%	67%
Operator (driver) helpfulness.....	67%	58%	69%
Navigating road construction / congestion.....	66%	54%	70%
Feeling safe & secure waiting at a Muni stop.....	57%	62%	55%
Accurate arrival predictions	55%	55%	55%
Communication with riders.....	55%	51%	57%
Feeling safe & secure from crime on a Muni vehicle....	54%	54%	54%
Frequency of service.....	51%	48%	53%
Vehicle cleanliness.....	51%	57%	51%
Reliability / On-time performance.....	50%	51%	51%
Managing crowding on Muni vehicles.....	33%	36%	34%

Base: 2018 Total (n=609)

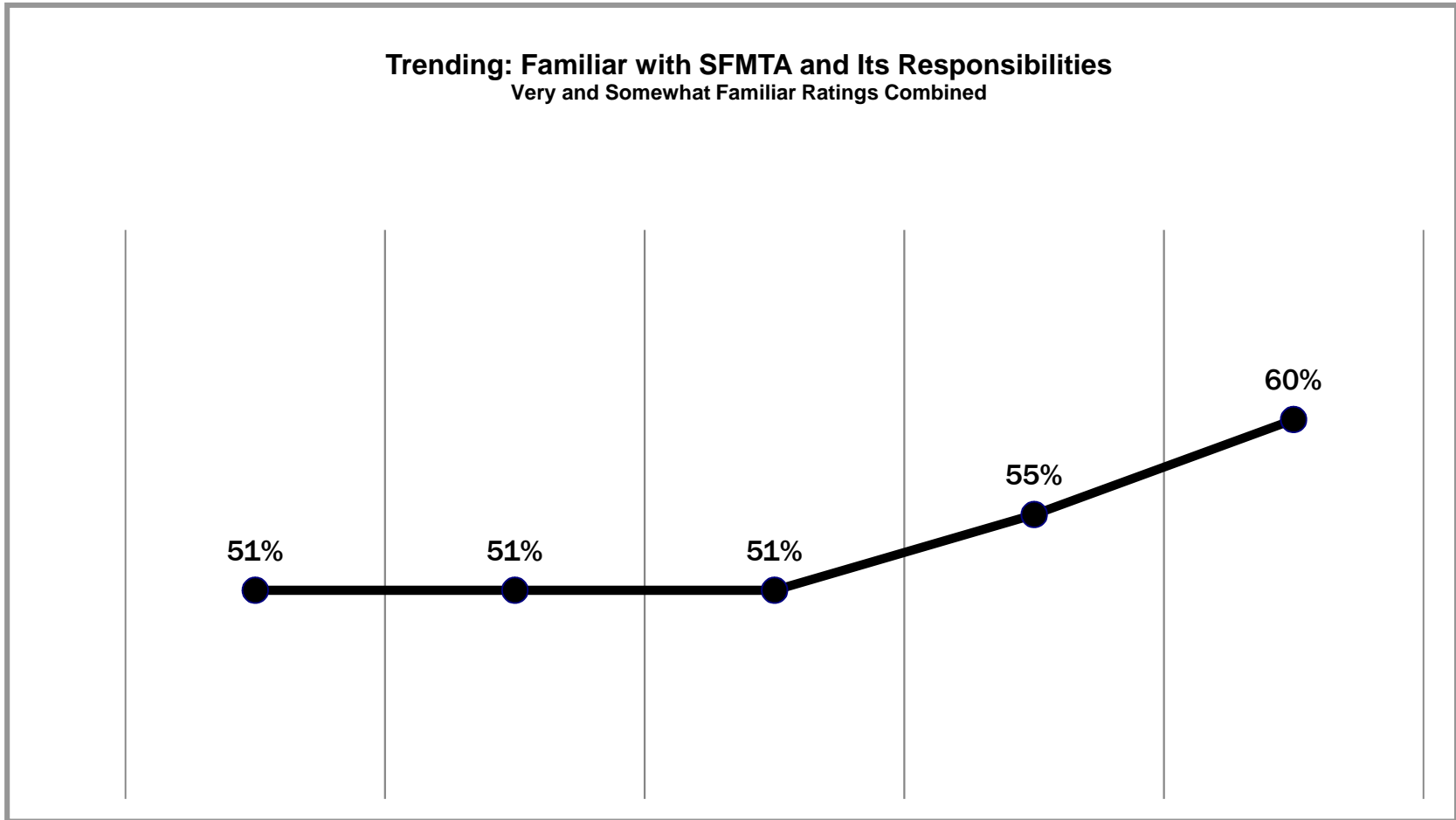
RATING OF SPECIFIC MUNI ATTRIBUTES



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

ALTERNATIVES TO MUNI

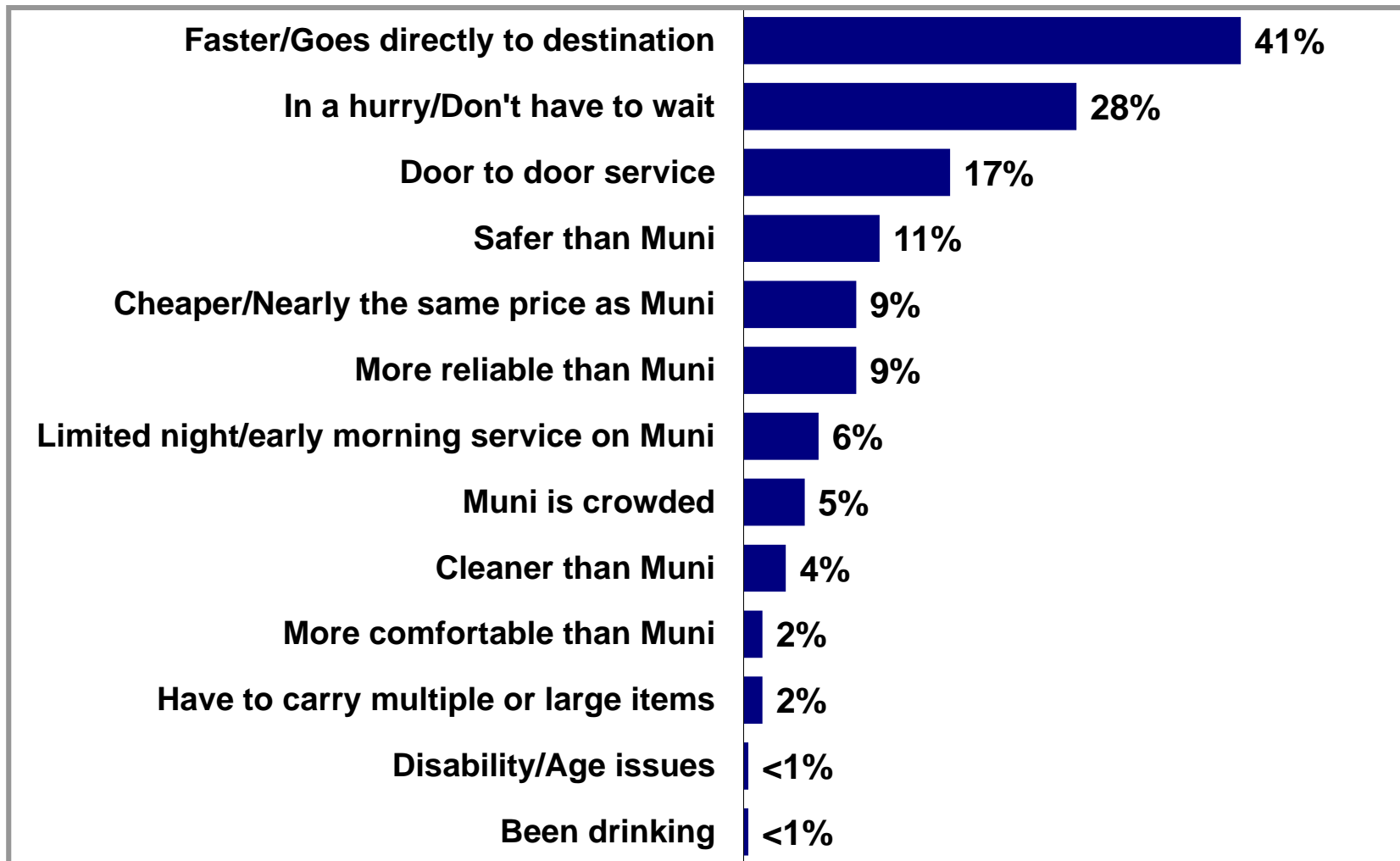
ALTERNATIVES IF MUNI NOT AVAILABLE – 2018 vs. 2017

Think about your last Muni trip. If Muni was not available for that trip, how would you have gotten where you needed to go?

	2018	2017	Change
<u>Modes Increasing</u>			
Use ride hailing services.....	44%	34%	+10%
Use other transit such as BART.....	6%	5%	+1%
Walk.....	17%	17%	0%
Ride a bicycle.....	3%	3%	0%
<u>Modes Decreasing</u>			
Drive (myself).....	13%	17%	-4%
Get a ride.....	5%	8%	-3%
Would not have made trip.....	5%	7%	-2%
Use a taxi.....	7%	9%	-2%

WHY RIDE HAIL INSTEAD OF MUNI

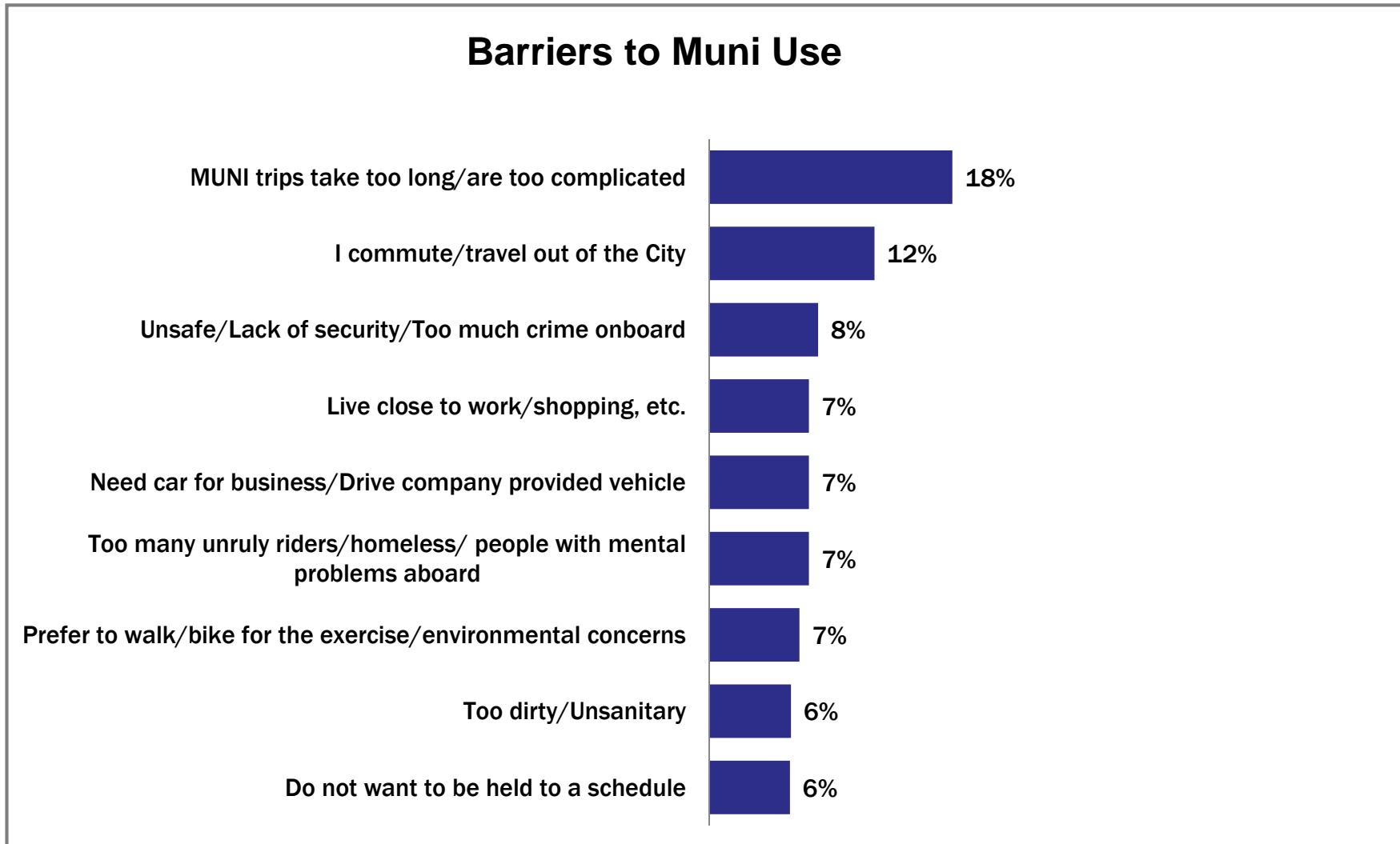
What is the main reason you choose a ride hailing service like Uber or Lyft rather than Muni in these situations?



BARRIERS TO MUNI USE

BARRIERS TO MUNI USE

What is the main reason you don't ride Muni more?



Only responses cited by 6% or more respondents are shown, see crosstabulated tables for complete list
Base: Have not ridden Muni in past six months (n=436)

SF Muni – 2018 Ridership Survey
Version 2
6-25-2018

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

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

1 California 01
1AX / 1BX California A/B Expresses... 02
2 Clement 03
3 Jackson 04
5 / 5R Fulton / Fulton Rapid 05
6 Haight-Parnassus..... 06
7 Haight - Noriega 07
7X Noriega Express 08
8 Bayshore 09
8AX / 8BX Bayshore A/B Expresses... 10

9 / 9R San Bruno / San Bruno Rapid..	11
10 Townsend.....	12
12 Folsom - Pacific.....	13
14 / 14R Mission/Mission Rapid.....	14
14X Mission Express.....	15
57 Parkmerced.....	16
18 46th Avenue	17
19 Polk	18
21 Hayes	19
22 Fillmore	20
23 Monterey	21
24 Divisadero	22
25 Treasure Island	23
27 Bryant	24
28 / 28R 19th Ave / 19th Ave Rapid....	25
29 Sunset	26
30 Stockton	27
30X Marina Express.....	28
31 Balboa	29
31AX / 31BX Balboa A / B Expresses.	30
33 Ashbury-18th.....	31
35 Eureka	32
36 Teresita	33
37 Corbett	34
38 / 38R Geary /Geary Rapid	35
38AX / 38BX Geary A / B Expresses..	36
39 Coit	37
41 Union	38
43 Masonic	39
44 O'Shaughnessy.....	40
45 Union-Stockton.....	41
47 Van Ness.....	42
48 Quintara - 24th Street	43
49 Van Ness - Mission	44
52 Excelsior	45
54 Felton	46
55 16 th St	47
56 Rutland	48
66 Quintara	49
67 Bernal Heights.....	50
76X Marin Headlands Exp	51
81X Caltrain Express	52
82X Levi Plaza Express	53
83X Mid-Market Express.....	54
88 BART Shuttle	55
90 Owl	56
91 Owl	57

Muni Metro (J, K, L, etc.) - specify	58
NX Judah Express (Bus)	59
Cable Car - specify.....	60
Other (.....)	61
Don't Know/No answer	62

Q4a

E and F-Market and Wharves (older/vintage streetcars	1
J-Church.....	2
K-Ingleside	3
L-Taraval	4
M-Ocean View.....	5
N-Judah.....	6
S-Castro Shuttle	7
T – Third Street	8
Muni Metro line (unable to specify)	9
Other (specify) :	10
Don't Know	11

Q4b

Powell-Hyde Street Cable Car	1
Powell-Mason Street Cable Car....	2
California Street Cable Car	3
Other (specify) :	
Don't Know.....	5

5. How often do you ride MUNI?

- 5 days a week or more often 1
- Several times a week 2
- About once a week 3
- Two or three times a month 4
- About once a month..... 5
- Less than once a month..... 6
- DON'T KNOW 7

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

- Excellent 4
- Good 3
- Fair 2
- Poor 1
- DON'T KNOW (Do Not Read) 0

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]

Response Codes:	
Rider etiquette	1
Employee courtesy or customer service.....	2
Travel time	3
Cleanliness and visibility of stops, shelters, or platforms ...	4
Safety from crime at stops, shelters, or platforms	5
Vehicle condition	6
More frequent service	7
Vehicle cleanliness.....	8
More convenient routes	9
Service reliability	10
Better response time to complaints	11
Better operator safety	12
Better safety from crime.....	13
More disabled-accessible lines	14
Overcrowding / Being passed up (probe fully on this).....	15
Better access to real time bus arrival information.....	16
Other (.....)	97
Don't Know/No answer	98

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	4	3	2	1	0
9. Feeling safe and secure from crime while <u>on a</u> Muni vehicle	4	3	2	1	0
10. Frequency of service	4	3	2	1	0
11. Vehicle cleanliness	4	3	2	1	0
12. Managing crowding on Muni vehicles	4	3	2	1	0
13. Operator (driver) helpfulness	4	3	2	1	0
14. Accessibility for persons with disabilities	4	3	2	1	0
15. Communication with riders. That includes any type of communication from Muni.	4	3	2	1	0
16. Providing accurate arrival predictions	4	3	2	1	0
17. Feeling safe and secure while waiting at a Muni <u>stop or station</u>	4	3	2	1	0
18. Trips take a reasonable amount of time	4	3	2	1	0
19. Navigating road construction and congestion in the city	4	3	2	1	0

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

- Agree Strongly 4
- Agree Somewhat 3
- Disagree Somewhat.. 2
- Disagree Strongly 1
- Don't know 0

21. (Next) 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?

- Yes 1
- No 2
- Do not walk to my stop..... 3
- Don't know 4

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

- YES 1
- NO 2
- DON'T KNOW 3

(Ask among those who have visited site)

22a. What is your overall rating of MUNI's website?

- Excellent 4
- Good 3
- Fair 2
- Poor 1
- DON'T KNOW (Do Not Read) 0

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

- Commute to work..... 1
- Work-related business 2
- Personal business (appointments, etc.) 3
- School / University 4
- Shopping 5
- Recreation / Entertainment / Restaurant 6
- Visit friends or family 7
- Medical 8
- Other (specify) _____ 9
- Don't know (do not read)..... 10

25. How do you usually pay your Muni fare? (read list)

- Clipper Monthly Pass..... 1
- Clipper Cash 2
- Cash 3
- Muni Mobile 4
- Lifeline 5
- Free Muni for Youth, Seniors or persons with disabilities 6
- Other type of pass (specify) _____ 7
- Don't know 8
- Don't Pay (DO NOT READ) 9

(If yes for cash)

25a. What is the primary reason that you use cash? (choose one)

- Cash transfer is a better value..... 1
- Don't like carrying a Clipper card..... 2
- Don't have access to get or load a Clipper card.... 3
- Prefer to pay as I ride 4
- Other (specify) _____ 5
- Don't know 6

26. 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)

- Walk..... 1
- Get a ride 2
- Drive (myself)..... 3
- Ride a bicycle 4
- Use other transit such as BART 5
- Use a taxi..... 6
- Use Uber, Lyft, or similar service 7
- Would not have made trip 8
- Some other way (specify) _____ 9

(Ask if ride hailing service selected in Q26)

26a. How often do you use a ride hailing service like Uber or Lyft for a trip that you could have used Muni for?

- Almost always..... 1
- Sometimes..... 2
- Rarely 3
- Never 4
- Don't know (do not read)..... 5

(Ask unless Never or Don't know in Q26a)

26b. What is the main reason you choose a ride hailing service like Uber or Lyft rather than Muni in these situations?

(Ask if ride a bicycle was selected in Q26)

26c. Would you use bike share, or your own bike, for this trip?

- Bike share 1
- Own bike 2
- Other (specify): _____ 3
- Don't know (do not read) 4

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

- Very Familiar..... 4
- Somewhat Familiar 3
- Not Too Familiar 2
- Not at all Familiar 1
- Don't know (do not read)..... 0

27a. How satisfied are you with the job the SFMTA does managing transportation in San Francisco? (read list)

- Very Satisfied..... 5
 - Somewhat Satisfied 4
 - Neither Satisfied nor Dissatisfied 3
 - Somewhat Dissatisfied..... 2
 - Very Dissatisfied 1
 - Don't know (do not read)..... 0
-

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

[Interviewer Note: Only 5 digit zip code is necessary. SF zip codes will be listed on screen]

29. For how long have you live in San Francisco?

- Less than one year..... 1
 - 1 – 5 years 2
 - 6 – 10 years 3
 - 11 – 15 years 4
 - 16 years or more 5
 - Refused 6
-

30. Do you primarily work in San Francisco or outside the City?

- Work in San Francisco 1
 - Work outside of San Francisco 2
 - Do not work..... 3
-

31. 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]

- American Indian or Alaska Native 1
 - Asian 2
 - Black or African American..... 3
 - Hispanic/Latino..... 4
 - Native Hawaiian or Pacific Islander .. 5
 - White 6
 - Other (specify) _____ 7
 - Refused 8
-

32. LANGUAGE:

What is the primary language spoken in your household? (single response)

33. What is your approximate age? (read categories, if needed)

- 18 to 24 years old 1
- 25 to 34 years old 2
- 35 to 44 years old 3
- 45 to 54 years old 4
- 55 to 64 years old 5
- 65 years or older 6
- Refused (not read) 7

34. HOUSEHOLD INCOME LEVELS:

What is your approximate annual household income (before taxes)?
(read responses, check one only)

- Under \$10,000 1
- \$10,000 - \$24,999 2
- \$25,000 - \$34,999 3
- \$35,000 - \$39,999 4
- \$40,000 - \$49,999 5
- \$50,000 - \$59,999 6
- \$60,000 - \$74,999 7
- \$75,000 - \$99,999 8
- \$100,000 - \$149,999 9
- \$150,000 - \$199,999 10
- Over \$200,000 11
- Refuse (Do not read) 12

35. HOUSEHOLD SIZE:

a. In total, how many people live in your household?

_____ (type in number)

(ask unless only one person in household)

b. And how many are under the age of 18?

_____ (type in number)

36. DISABLED:

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

- Yes 1
- No 2
- Don't Know 3
- Refused 4

37. RECORD GENDER

- MALE 1
 - FEMALE 2
 - ANOTHER GENDER 3
-

(if ride Muni less than several times a week – from Q5 – ask Q38)

38. Finally, what is one thing Muni could do to get you to ride more often?

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..... 1
- SPANISH..... 2
- CANTONESE 3

Cross-Tabulated Statistical Tables

By Key Sub-Groups

September 3, 2018

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q1 HAVE YOU RIDDEN MUNI WITHIN THE PAST SIX MONTHS?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----			GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI	ALT	ALWAYS	SOMETIMES	RARELY/ NEVER/DK		
		/WK	/WK	/WK											YES	NO					
BASE - ALL RESIDENTS CONTACTED	1047	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72		
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72		
	58.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
NO	436	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	41.6																				
DON'T KNOW/REFUSED	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	0.2																				
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q1A WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	HOW OFTEN RIDE MUNI										VISITED			WOULD USE RIDE HAIL		USE RIDE HAIL			
	-----					-----					-----		-----		-----				
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK
CONTACTEES WHO HAVE NOT RIDDEN MUNI IN THE PAST SIX MONTHS	436	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100.0																		
MUNI TRIPS TAKE TOO LONG/ARE TOO COMPLICATED (BUS TRANSFERS, EXACT CHANGE, ETC.)	78	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	17.9																		
COMMUTE/TRAVEL OUT OF CITY	53	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	12.2																		
UNSAFE/LACK OF SECURITY/TOO MUCH VIOLENCE/CRIME ONBOARD	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8.0																		
LIVE CLOSE TO WORK/SHOPPING, ETC.	32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7.3																		
NEED CAR FOR BUSINESS/DRIVE COMPANY PROVIDED VEHICLE	32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7.3																		
TOO MANY UNRULY RIDERS/HOMELESS/PEOPLE WITH MENTAL PROBLEMS/DRUG USERS ONBOARD	32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7.3																		
PREFER TO WALK/BICYCLE FOR THE EXERCISE/ENVIRONMENTAL CONCERNS	29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6.7																		
TOO DIRTY/UNSANITARY	27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6.2																		
WANT TO NOT BE HELD TO A SCHEDULE/ WANT TO LEAVE/ARRIVE WHEN I WANT TO LEAVE/ARRIVE	26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6.0																		
TOO CROWDED	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5.3																		
DISABILITY/AGE DOESN'T ALLOW ME TO RIDE MUNI	22	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5.0																		
MUNI DOESN'T GO WHERE I NEED TO GO	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.8																		
USE OTHER TRANSIT (BART, PARATRANSIT, ETC.)	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.6																		
MUNI IS NOT RELIABLE	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.1																		
TOO EXPENSIVE	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.1																		
NEED TO TRANSPORT CHILDREN/RUN MULTIPLE ERRANDS/CARRY MULTIPLE THINGS WITH ME	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.8																		
DON'T COMMUTE/WORK AT HOME	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2.5																		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q1A WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.			VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL				
	-----					-----			-----		-----			-----		-----				
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
NOT FAMILIAR WITH SYSTEM/DON'T KNOW HOW TO USE IT	11 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
INADEQUATE SCHEDULE/FREQUENCY	9 2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STOPS ARE TOO FAR AWAY FROM HOME/ DESTINATION/HARD TO GET TO	8 1.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO NEED/DESIRE TO GO DOWNTOWN	5 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I GET A RIDE/CARPOOL/TAKE A TAXI, UBER, LYFT ETC. WHEN I NEED TO	5 1.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PREFER TO USE MY PERSONAL VEHICLE	4 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T TRAVEL MUCH/DON'T NEED TO GO ANYWHERE	4 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HAVE PARKING SPACE	4 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MUNI DRIVERS ARE RUDE/DO NOT DRIVE SAFELY/INCOMPETENT	4 0.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CAR IS EASIER/MORE CONVENIENT	3 0.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SFMTA/MUNI IS CORRUPT/INEFFICIENT/ INCOMPETENT	3 0.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW/REFUSED	1 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS										YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	218	60	49	28	81	27	92	76	22	143	73	126	92	-	108	110	34	50	24	
	35.8	27.5	32.5	43.1	46.3	35.1	30.2	42.7	46.8	38.6	30.9	40.0	31.3		40.8	32.0	45.3	42.4	33.3	
38 / 38R GEARY /GEARY RAPID	45	19	11	3	12	3	28	12	2	24	21	23	22	-	17	28	5	7	5	
	7.4	8.7	7.3	4.6	6.9	3.9	9.2	6.7	4.3	6.5	8.9	7.3	7.5		6.4	8.1	6.7	5.9	6.9	
14 / 14R MISSION/MISSION RAPID	34	17	9	3	5	9	16	6	3	15	19	17	17	-	9	25	1	5	3	
	5.6	7.8	6.0	4.6	2.9	11.7	5.2	3.4	6.4	4.1	8.1	5.4	5.8		3.4	7.3	1.3	4.2	4.2	
1 CALIFORNIA	24	6	7	2	9	2	15	6	1	11	13	14	10	-	13	11	2	5	6	
	3.9	2.8	4.6	3.1	5.1	2.6	4.9	3.4	2.1	3.0	5.5	4.4	3.4		4.9	3.2	2.7	4.2	8.3	
5 / 5R FULTON / FULTON RAPID	21	5	7	2	7	5	9	6	1	15	6	10	11	-	9	12	4	2	3	
	3.4	2.3	4.6	3.1	4.0	6.5	3.0	3.4	2.1	4.1	2.5	3.2	3.7		3.4	3.5	5.3	1.7	4.2	
49 VAN NESS - MISSION	21	4	10	1	6	2	12	5	2	15	6	9	12	-	9	12	2	4	3	
	3.4	1.8	6.6	1.5	3.4	2.6	3.9	2.8	4.3	4.1	2.5	2.9	4.1		3.4	3.5	2.7	3.4	4.2	
8 BAYSHORE	15	7	4	-	4	2	13	-	-	5	10	7	8	-	3	12	1	1	1	
	2.5	3.2	2.6		2.3	2.6	4.3			1.4	4.2	2.2	2.7		1.1	3.5	1.3	0.8	1.4	
9 / 9R SAN BRUNO / SAN BRUNO RAPID	14	5	3	1	5	1	8	4	-	9	5	7	7	-	7	7	5	2	-	
	2.3	2.3	2.0	1.5	2.9	1.3	2.6	2.2		2.4	2.1	2.2	2.4		2.6	2.0	6.7	1.7		
14X MISSION EXPRESS	12	7	-	2	3	1	8	3	-	4	8	7	5	-	5	7	1	1	3	
	2.0	3.2		3.1	1.7	1.3	2.6	1.7		1.1	3.4	2.2	1.7		1.9	2.0	1.3	0.8	4.2	
22 FILLMORE	11	6	3	-	2	2	4	4	1	5	6	6	5	-	5	6	-	5	-	
	1.8	2.8	2.0		1.1	2.6	1.3	2.2	2.1	1.4	2.5	1.9	1.7		1.9	1.7		4.2		
48 QUINTARA - 24TH STREET	10	4	4	2	-	1	7	2	-	8	2	4	6	-	4	6	1	2	1	
	1.6	1.8	2.6	3.1		1.3	2.3	1.1		2.2	0.8	1.3	2.0		1.5	1.7	1.3	1.7	1.4	
54 FELTON	10	6	2	1	1	2	3	3	2	4	6	5	5	-	3	7	1	-	2	
	1.6	2.8	1.3	1.5	0.6	2.6	1.0	1.7	4.3	1.1	2.5	1.6	1.7		1.1	2.0	1.3		2.8	
29 SUNSET	9	3	3	-	3	-	4	5	-	5	4	3	6	-	5	4	2	2	1	
	1.5	1.4	2.0		1.7		1.3	2.8		1.4	1.7	1.0	2.0		1.9	1.2	2.7	1.7	1.4	
30 STOCKTON	9	3	2	1	3	-	6	3	-	2	7	4	5	-	2	7	1	1	-	
	1.5	1.4	1.3	1.5	1.7		2.0	1.7		0.5	3.0	1.3	1.7		0.8	2.0	1.3	0.8		
7/7R HAIGHT-NORIEGA	8	5	-	-	3	2	5	-	1	3	5	2	6	-	3	5	-	2	1	
	1.3	2.3			1.7	2.6	1.6		2.1	0.8	2.1	0.6	2.0		1.1	1.5		1.7	1.4	
24 DIVISADERO	8	2	-	2	4	1	5	1	1	4	4	3	5	-	3	5	1	1	1	
	1.3	0.9		3.1	2.3	1.3	1.6	0.6	2.1	1.1	1.7	1.0	1.7		1.1	1.5	1.3	0.8	1.4	
28 / 28R 19TH AVE / 19TH AVE RAPID	8	2	2	1	3	-	6	1	1	6	2	3	5	-	5	3	1	2	2	
	1.3	0.9	1.3	1.5	1.7		2.0	0.6	2.1	1.6	0.8	1.0	1.7		1.9	0.9	1.3	1.7	2.8	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI										VISITED			WOULD USE RIDE HAIL		USE RIDE HAIL				
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
		/WK	/WK			LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
43 MASONIC	8	4	2	1	1	-	4	3	1	6	2	4	4	-	4	4	1	2	1	
	1.3	1.8	1.3	1.5	0.6		1.3	1.7	2.1	1.6	0.8	1.3	1.4		1.5	1.2	1.3	1.7	1.4	
21 HAYES	7	5	2	-	-	-	4	3	-	5	2	3	4	-	4	3	1	3	-	
	1.1	2.3	1.3				1.3	1.7		1.4	0.8	1.0	1.4		1.5	0.9	1.3	2.5		
27 BRYANT	7	3	1	3	-	2	3	1	1	4	3	4	3	-	-	7	-	-	-	
	1.1	1.4	0.7	4.6		2.6	1.0	0.6	2.1	1.1	1.3	1.3	1.0			2.0				
33 ASHBURY-18TH	7	3	3	-	1	2	3	2	-	4	2	2	5	-	2	5	1	1	-	
	1.1	1.4	2.0		0.6	2.6	1.0	1.1		1.1	0.8	0.6	1.7		0.8	1.5	1.3	0.8		
44 O'SHAUGHNESSY	7	4	-	3	-	-	5	2	-	2	5	1	6	-	2	5	-	1	1	
	1.1	1.8		4.6			1.6	1.1		0.5	2.1	0.3	2.0		0.8	1.5		0.8	1.4	
45 UNION-STOCKTON	7	4	2	-	1	1	4	1	1	4	3	5	2	-	2	5	-	1	1	
	1.1	1.8	1.3		0.6	1.3	1.3	0.6	2.1	1.1	1.3	1.6	0.7		0.8	1.5		0.8	1.4	
NX JUDAH EXPRESS (BUS)	6	-	2	1	3	-	3	3	-	3	3	3	3	-	3	3	-	2	1	
	1.0		1.3	1.5	1.7		1.0	1.7		0.8	1.3	1.0	1.0		1.1	0.9		1.7	1.4	
2 CLEMENT	5	1	2	1	1	-	2	3	-	4	1	2	3	-	2	3	1	1	-	
	0.8	0.5	1.3	1.5	0.6		0.7	1.7		1.1	0.4	0.6	1.0		0.8	0.9	1.3	0.8		
6 HAIGHT-PARNASSUS	5	4	-	-	1	-	2	1	2	5	-	3	2	-	4	1	-	2	2	
	0.8	1.8			0.6		0.7	0.6	4.3	1.4		1.0	0.7		1.5	0.3		1.7	2.8	
12 FOLSOM - PACIFIC	5	2	1	1	1	1	3	1	-	3	2	2	3	-	1	4	-	1	-	
	0.8	0.9	0.7	1.5	0.6	1.3	1.0	0.6		0.8	0.8	0.6	1.0		0.4	1.2		0.8		
31AX / 31BX BALBOA A / B EXPRESSES	5	4	1	-	-	1	2	2	-	4	1	3	2	-	4	1	1	2	1	
	0.8	1.8	0.7			1.3	0.7	1.1		1.1	0.4	1.0	0.7		1.5	0.3	1.3	1.7	1.4	
47 VAN NESS	5	-	2	1	2	1	1	3	-	5	-	1	4	-	5	-	2	2	1	
	0.8		1.3	1.5	1.1	1.3	0.3	1.7		1.4		0.3	1.4		1.9		2.7	1.7	1.4	
52 EXCELSIOR	5	-	2	2	1	1	3	1	-	2	3	1	4	-	-	5	-	-	-	
	0.8		1.3	3.1	0.6	1.3	1.0	0.6		0.5	1.3	0.3	1.4			1.5				
31 BALBOA	4	3	-	-	1	-	2	2	-	3	1	2	2	-	1	3	-	1	-	
	0.7	1.4			0.6		0.7	1.1		0.8	0.4	0.6	0.7		0.4	0.9		0.8		
35 EUREKA	4	2	1	-	1	-	1	3	-	4	-	2	2	-	3	1	1	1	1	
	0.7	0.9	0.7		0.6		0.3	1.7		1.1		0.6	0.7		1.1	0.3	1.3	0.8	1.4	
36 TERESITA	4	3	-	-	1	2	1	-	1	2	2	-	4	-	1	3	-	1	-	
	0.7	1.4			0.6	2.6	0.3		2.1	0.5	0.8		1.4		0.4	0.9		0.8		
37 CORBETT	4	2	2	-	-	-	3	1	-	3	1	4	-	-	2	2	1	-	1	
	0.7	0.9	1.3				1.0	0.6		0.8	0.4	1.3			0.8	0.6	1.3		1.4	
38AX / 38BX GEARY A / B EXPRESSES	4	3	1	-	-	-	3	-	1	4	-	3	1	-	3	1	-	1	2	
	0.7	1.4	0.7				1.0		2.1	1.1		1.0	0.3		1.1	0.3		0.8	2.8	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	-----					RATING OF MUNI SVC.				SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
CABLE CAR - SPECIFY	4	2	2	-	-	1	1	1	1	4	-	2	2	-	-	4	-	-	-
	0.7	0.9	1.3			1.3	0.3	0.6	2.1	1.1		0.6	0.7		1.2				
1AX / 1BX CALIFORNIA A/B EXPRESSES	3	-	2	-	1	-	2	1	-	3	-	2	1	-	2	1	1	1	-
	0.5		1.3		0.6		0.7	0.6		0.8		0.6	0.3		0.8	0.3	1.3	0.8	
10 TOWNSEND	3	1	1	1	-	-	1	2	-	3	-	2	1	-	1	2	-	1	-
	0.5	0.5	0.7	1.5			0.3	1.1		0.8		0.6	0.3		0.4	0.6		0.8	
19 POLK	3	1	-	-	2	-	-	2	1	1	2	3	-	-	2	1	-	2	-
	0.5	0.5			1.1			1.1	2.1	0.3	0.8	1.0			0.8	0.3		1.7	
30X MARINA EXPRESS	3	-	2	-	1	1	2	-	-	3	-	3	-	-	2	1	1	-	1
	0.5		1.3		0.6	1.3	0.7			0.8		1.0			0.8	0.3	1.3		1.4
67 BERNAL HEIGHTS	3	-	-	1	2	1	2	-	-	1	2	-	3	-	-	3	-	-	-
	0.5			1.5	1.1	1.3	0.7			0.3	0.8		1.0			0.9			
3 JACKSON	2	1	-	-	1	-	2	-	-	1	1	2	-	-	-	2	-	-	-
	0.3	0.5			0.6		0.7			0.3	0.4	0.6				0.6			
8AX / 8BX BAYSHORE A/B EXPRESSES	2	-	1	-	1	-	1	1	-	1	1	1	1	-	1	1	-	-	1
	0.3		0.7		0.6		0.3	0.6		0.3	0.4	0.3	0.3		0.4	0.3			1.4
23 MONTEREY	2	1	-	1	-	-	2	-	-	2	-	2	-	-	1	1	-	-	1
	0.3	0.5		1.5			0.7			0.5		0.6			0.4	0.3			1.4
55 16TH ST	2	2	-	-	-	-	1	1	-	2	-	-	2	-	1	1	1	-	-
	0.3	0.9					0.3	0.6		0.5			0.7		0.4	0.3	1.3		
57 PARKMERCED	1	-	-	-	1	1	-	-	-	-	1	1	-	-	-	1	-	-	-
	0.2				0.6	1.3					0.4	0.3				0.3			
18 46TH AVENUE	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	1	-	-	-
	0.2	0.5						0.6		0.3			0.3			0.3			
39 COIT	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-
	0.2		0.7				0.3			0.3			0.3			0.3			
41 UNION	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-
	0.2		0.7			1.3				0.3		0.3				0.3			
66 QUINTARA	1	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-	-	1
	0.2	0.5				1.3					0.4		0.3		0.4				1.4
82X LEVI PLAZA EXPRESS	1	-	1	-	-	-	-	-	1	1	-	1	-	-	1	-	1	-	-
	0.2		0.7						2.1	0.3		0.3			0.4		1.3		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4A WHICH MUNI METRO/ UNDERGROUND LINE?

	HOW OFTEN RIDE MUNI										VISITED			WOULD USE RIDE HAIL		USE RIDE HAIL			
	-----					-----					-----		-----		-----				
		5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
	TOTAL	/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - THOSE WHO USE A MUNI METRO LINE	218	60	49	28	81	27	92	76	22	143	73	126	92	-	108	110	34	50	24
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N-JUDAH	62	17	12	9	24	10	21	24	7	48	14	33	29	-	35	27	11	16	8
	28.4	28.3	24.5	32.1	29.6	37.0	22.8	31.6	31.8	33.6	19.2	26.2	31.5		32.4	24.5	32.4	32.0	33.3
J-CHURCH	31	6	7	5	13	3	17	7	4	18	13	22	9	-	14	17	4	7	3
	14.2	10.0	14.3	17.9	16.0	11.1	18.5	9.2	18.2	12.6	17.8	17.5	9.8		13.0	15.5	11.8	14.0	12.5
MUNI METRO LINE (UNABLE TO SPECIFY)	29	3	9	6	11	3	13	10	3	15	13	17	12	-	18	11	4	12	2
	13.3	5.0	18.4	21.4	13.6	11.1	14.1	13.2	13.6	10.5	17.8	13.5	13.0		16.7	10.0	11.8	24.0	8.3
L-TARAVAL	28	11	9	1	7	4	12	10	2	21	7	16	12	-	12	16	4	3	5
	12.8	18.3	18.4	3.6	8.6	14.8	13.0	13.2	9.1	14.7	9.6	12.7	13.0		11.1	14.5	11.8	6.0	20.8
M-OCEAN VIEW	28	10	6	1	11	5	11	11	1	16	12	16	12	-	11	17	6	2	3
	12.8	16.7	12.2	3.6	13.6	18.5	12.0	14.5	4.5	11.2	16.4	12.7	13.0		10.2	15.5	17.6	4.0	12.5
T-THIRD STREET	27	7	4	6	10	1	13	8	4	20	6	15	12	-	12	15	3	7	2
	12.4	11.7	8.2	21.4	12.3	3.7	14.1	10.5	18.2	14.0	8.2	11.9	13.0		11.1	13.6	8.8	14.0	8.3
K-INGLESIDE	13	5	6	-	2	2	6	5	-	5	8	5	8	-	2	11	1	1	-
	6.0	8.3	12.2		2.5	7.4	6.5	6.6		3.5	11.0	4.0	8.7		1.9	10.0	2.9	2.0	
E/F-MARKET AND WHARVES	5	3	-	1	1	1	-	3	1	4	1	3	2	-	3	2	2	1	-
	2.3	5.0		3.6	1.2	3.7		3.9	4.5	2.8	1.4	2.4	2.2		2.8	1.8	5.9	2.0	
S-CASTRO SHUTTLE	1	-	-	-	1	-	1	-	-	-	1	1	-	-	1	-	-	1	-
	0.5				1.2		1.1				1.4	0.8			0.9			2.0	
DON'T KNOW	1	-	-	-	1	1	-	-	-	-	1	1	-	-	1	-	-	-	1
	0.5				1.2	3.7					1.4	0.8			0.9				4.2

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4B CABLE CAR LINE

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR LESS	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
BASE - THOSE WHO SAID THEY RIDE CABLE CAR	4	2	2	-	-	1	1	1	1	4	-	2	2	-	-	4	-	-	
	100.0	100.0	100.0			100.0	100.0	100.0	100.0	100.0		100.0	100.0			100.0			
POWELL-MASON STREET CABLE CAR	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	
	25.0		50.0			100.0				25.0		50.0				25.0			
CALIFORNIA STREET CABLE CAR	3	2	1	-	-	-	1	1	1	3	-	1	2	-	-	3	-	-	
	75.0	100.0	50.0				100.0	100.0	100.0	75.0		50.0	100.0			75.0			

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
N-JUDAH	62	17	12	9	24	10	21	24	7	48	14	33	29	-	35	27	11	16	8	
	10.2	7.8	7.9	13.8	13.7	13.0	6.9	13.5	14.9	13.0	5.9	10.5	9.9		13.2	7.8	14.7	13.6	11.1	
38 / 38R GEARY /GEARY RAPID	45	19	11	3	12	3	28	12	2	24	21	23	22	-	17	28	5	7	5	
	7.4	8.7	7.3	4.6	6.9	3.9	9.2	6.7	4.3	6.5	8.9	7.3	7.5		6.4	8.1	6.7	5.9	6.9	
14 / 14R MISSION/MISSION RAPID	34	17	9	3	5	9	16	6	3	15	19	17	17	-	9	25	1	5	3	
	5.6	7.8	6.0	4.6	2.9	11.7	5.2	3.4	6.4	4.1	8.1	5.4	5.8		3.4	7.3	1.3	4.2	4.2	
J-CHURCH	31	6	7	5	13	3	17	7	4	18	13	22	9	-	14	17	4	7	3	
	5.1	2.8	4.6	7.7	7.4	3.9	5.6	3.9	8.5	4.9	5.5	7.0	3.1		5.3	4.9	5.3	5.9	4.2	
MUNI METRO LINE (UNABLE TO SPECIFY)	29	3	9	6	11	3	13	10	3	15	13	17	12	-	18	11	4	12	2	
	4.8	1.4	6.0	9.2	6.3	3.9	4.3	5.6	6.4	4.1	5.5	5.4	4.1		6.8	3.2	5.3	10.2	2.8	
L-TARAVAL	28	11	9	1	7	4	12	10	2	21	7	16	12	-	12	16	4	3	5	
	4.6	5.0	6.0	1.5	4.0	5.2	3.9	5.6	4.3	5.7	3.0	5.1	4.1		4.5	4.7	5.3	2.5	6.9	
M-OCEAN VIEW	28	10	6	1	11	5	11	11	1	16	12	16	12	-	11	17	6	2	3	
	4.6	4.6	4.0	1.5	6.3	6.5	3.6	6.2	2.1	4.3	5.1	5.1	4.1		4.2	4.9	8.0	1.7	4.2	
T-THIRD STREET	27	7	4	6	10	1	13	8	4	20	6	15	12	-	12	15	3	7	2	
	4.4	3.2	2.6	9.2	5.7	1.3	4.3	4.5	8.5	5.4	2.5	4.8	4.1		4.5	4.4	4.0	5.9	2.8	
1 CALIFORNIA	24	6	7	2	9	2	15	6	1	11	13	14	10	-	13	11	2	5	6	
	3.9	2.8	4.6	3.1	5.1	2.6	4.9	3.4	2.1	3.0	5.5	4.4	3.4		4.9	3.2	2.7	4.2	8.3	
5 / 5R FULTON / FULTON RAPID	21	5	7	2	7	5	9	6	1	15	6	10	11	-	9	12	4	2	3	
	3.4	2.3	4.6	3.1	4.0	6.5	3.0	3.4	2.1	4.1	2.5	3.2	3.7		3.4	3.5	5.3	1.7	4.2	
49 VAN NESS - MISSION	21	4	10	1	6	2	12	5	2	15	6	9	12	-	9	12	2	4	3	
	3.4	1.8	6.6	1.5	3.4	2.6	3.9	2.8	4.3	4.1	2.5	2.9	4.1		3.4	3.5	2.7	3.4	4.2	
8 BAYSHORE	15	7	4	-	4	2	13	-	-	5	10	7	8	-	3	12	1	1	1	
	2.5	3.2	2.6		2.3	2.6	4.3			1.4	4.2	2.2	2.7		1.1	3.5	1.3	0.8	1.4	
9 / 9R SAN BRUNO / SAN BRUNO RAPID	14	5	3	1	5	1	8	4	-	9	5	7	7	-	7	7	5	2	-	
	2.3	2.3	2.0	1.5	2.9	1.3	2.6	2.2		2.4	2.1	2.2	2.4		2.6	2.0	6.7	1.7		
K-INGLESIDE	13	5	6	-	2	2	6	5	-	5	8	5	8	-	2	11	1	1	-	
	2.1	2.3	4.0		1.1	2.6	2.0	2.8		1.4	3.4	1.6	2.7		0.8	3.2	1.3	0.8		
14X MISSION EXPRESS	12	7	-	2	3	1	8	3	-	4	8	7	5	-	5	7	1	1	3	
	2.0	3.2		3.1	1.7	1.3	2.6	1.7		1.1	3.4	2.2	1.7		1.9	2.0	1.3	0.8	4.2	
22 FILLMORE	11	6	3	-	2	2	4	4	1	5	6	6	5	-	5	6	-	5	-	
	1.8	2.8	2.0		1.1	2.6	1.3	2.2	2.1	1.4	2.5	1.9	1.7		1.9	1.7		4.2		
48 QUINTARA - 24TH STREET	10	4	4	2	-	1	7	2	-	8	2	4	6	-	4	6	1	2	1	
	1.6	1.8	2.6	3.1		1.3	2.3	1.1		2.2	0.8	1.3	2.0		1.5	1.7	1.3	1.7	1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.						VISITED		WOULD USE RIDE HAIL			USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK								MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK
54 FELTON	10	6	2	1	1	2	3	3	2	4	6	5	5	-	3	7	1	-	2
	1.6	2.8	1.3	1.5	0.6	2.6	1.0	1.7	4.3	1.1	2.5	1.6	1.7	-	1.1	2.0	1.3	-	2.8
29 SUNSET	9	3	3	-	3	-	4	5	-	5	4	3	6	-	5	4	2	2	1
	1.5	1.4	2.0	-	1.7	-	1.3	2.8	-	1.4	1.7	1.0	2.0	-	1.9	1.2	2.7	1.7	1.4
30 STOCKTON	9	3	2	1	3	-	6	3	-	2	7	4	5	-	2	7	1	1	-
	1.5	1.4	1.3	1.5	1.7	-	2.0	1.7	-	0.5	3.0	1.3	1.7	-	0.8	2.0	1.3	0.8	-
7/7R HAIGHT-NORIEGA	8	5	-	-	3	2	5	-	1	3	5	2	6	-	3	5	-	2	1
	1.3	2.3	-	-	1.7	2.6	1.6	-	2.1	0.8	2.1	0.6	2.0	-	1.1	1.5	-	1.7	1.4
24 DIVISADERO	8	2	-	2	4	1	5	1	1	4	4	3	5	-	3	5	1	1	1
	1.3	0.9	-	3.1	2.3	1.3	1.6	0.6	2.1	1.1	1.7	1.0	1.7	-	1.1	1.5	1.3	0.8	1.4
28 / 28R 19TH AVE / 19TH AVE RAPID	8	2	2	1	3	-	6	1	1	6	2	3	5	-	5	3	1	2	2
	1.3	0.9	1.3	1.5	1.7	-	2.0	0.6	2.1	1.6	0.8	1.0	1.7	-	1.9	0.9	1.3	1.7	2.8
43 MASONIC	8	4	2	1	1	-	4	3	1	6	2	4	4	-	4	4	1	2	1
	1.3	1.8	1.3	1.5	0.6	-	1.3	1.7	2.1	1.6	0.8	1.3	1.4	-	1.5	1.2	1.3	1.7	1.4
21 HAYES	7	5	2	-	-	-	4	3	-	5	2	3	4	-	4	3	1	3	-
	1.1	2.3	1.3	-	-	-	1.3	1.7	-	1.4	0.8	1.0	1.4	-	1.5	0.9	1.3	2.5	-
27 BRYANT	7	3	1	3	-	2	3	1	1	4	3	4	3	-	-	7	-	-	-
	1.1	1.4	0.7	4.6	-	2.6	1.0	0.6	2.1	1.1	1.3	1.3	1.0	-	-	2.0	-	-	-
33 ASHBURY-18TH	7	3	3	-	1	2	3	2	-	4	2	2	5	-	2	5	1	1	-
	1.1	1.4	2.0	-	0.6	2.6	1.0	1.1	-	1.1	0.8	0.6	1.7	-	0.8	1.5	1.3	0.8	-
44 O'SHAUGHNESSY	7	4	-	3	-	-	5	2	-	2	5	1	6	-	2	5	-	1	1
	1.1	1.8	-	4.6	-	-	1.6	1.1	-	0.5	2.1	0.3	2.0	-	0.8	1.5	-	0.8	1.4
45 UNION-STOCKTON	7	4	2	-	1	1	4	1	1	4	3	5	2	-	2	5	-	1	1
	1.1	1.8	1.3	-	0.6	1.3	1.3	0.6	2.1	1.1	1.3	1.6	0.7	-	0.8	1.5	-	0.8	1.4
NX JUDAH EXPRESS (BUS)	6	-	2	1	3	-	3	3	-	3	3	3	3	-	3	3	-	2	1
	1.0	-	1.3	1.5	1.7	-	1.0	1.7	-	0.8	1.3	1.0	1.0	-	1.1	0.9	-	1.7	1.4
2 CLEMENT	5	1	2	1	1	-	2	3	-	4	1	2	3	-	2	3	1	1	-
	0.8	0.5	1.3	1.5	0.6	-	0.7	1.7	-	1.1	0.4	0.6	1.0	-	0.8	0.9	1.3	0.8	-
6 HAIGHT-PARNASSUS	5	4	-	-	1	-	2	1	2	5	-	3	2	-	4	1	-	2	2
	0.8	1.8	-	-	0.6	-	0.7	0.6	4.3	1.4	-	1.0	0.7	-	1.5	0.3	-	1.7	2.8
12 FOLSOM - PACIFIC	5	2	1	1	1	1	3	1	-	3	2	2	3	-	1	4	-	1	-
	0.8	0.9	0.7	1.5	0.6	1.3	1.0	0.6	-	0.8	0.8	0.6	1.0	-	0.4	1.2	-	0.8	-
31AX / 31BX BALBOA A / B EXPRESSES	5	4	1	-	-	1	2	2	-	4	1	3	2	-	4	1	1	2	1
	0.8	1.8	0.7	-	-	1.3	0.7	1.1	-	1.1	0.4	1.0	0.7	-	1.5	0.3	1.3	1.7	1.4
47 VAN NESS	5	-	2	1	2	1	1	3	-	5	-	1	4	-	5	-	2	2	1
	0.8	-	1.3	1.5	1.1	1.3	0.3	1.7	-	1.4	-	0.3	1.4	-	1.9	-	2.7	1.7	1.4

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

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	NO	YES	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
		/WK	/WK	/WK																
52 EXCELSIOR	5	-	2	2	1	1	3	1	-	2	3	1	4	-	-	5	-	-	-	
	0.8		1.3	3.1	0.6	1.3	1.0	0.6		0.5	1.3	0.3	1.4		1.5					
E/F-MARKET AND WHARVES	5	3	-	1	1	1	-	3	1	4	1	3	2	-	3	2	2	2	1	
	0.8	1.4		1.5	0.6	1.3		1.7	2.1	1.1	0.4	1.0	0.7		1.1	0.6	2.7	0.8		
31 BALBOA	4	3	-	-	1	-	2	2	-	3	1	2	2	-	1	3	-	1		
	0.7	1.4			0.6		0.7	1.1		0.8	0.4	0.6	0.7		0.4	0.9		0.8		
35 EUREKA	4	2	1	-	1	-	1	3	-	4	-	2	2	-	3	1	1	1		
	0.7	0.9	0.7		0.6		0.3	1.7		1.1		0.6	0.7		1.1	0.3	1.3	0.8		
36 TERESITA	4	3	-	-	1	2	1	-	1	2	2	-	4	-	1	3	-	1		
	0.7	1.4			0.6	2.6	0.3		2.1	0.5	0.8		1.4		0.4	0.9		0.8		
37 CORBETT	4	2	2	-	-	-	3	1	-	3	1	4	-	-	2	2	1	-		
	0.7	0.9	1.3				1.0	0.6		0.8	0.4	1.3			0.8	0.6	1.3	1.4		
38AX / 38BX GEARY A / B EXPRESSES	4	3	1	-	-	-	3	-	1	4	-	3	1	-	3	1	-	1		
	0.7	1.4	0.7				1.0		2.1	1.1		1.0	0.3		1.1	0.3		0.8		
1AX / 1BX CALIFORNIA A/B EXPRESSES	3	-	2	-	1	-	2	1	-	3	-	2	1	-	2	1	1	1		
	0.5		1.3		0.6		0.7	0.6		0.8		0.6	0.3		0.8	0.3	1.3	0.8		
10 TOWNSEND	3	1	1	1	-	-	1	2	-	3	-	2	1	-	1	2	-	1		
	0.5	0.5	0.7	1.5			0.3	1.1		0.8		0.6	0.3		0.4	0.6		0.8		
19 POLK	3	1	-	-	2	-	-	2	1	1	2	3	-	-	2	1	-	2		
	0.5	0.5			1.1			1.1	2.1	0.3	0.8	1.0			0.8	0.3		1.7		
30X MARINA EXPRESS	3	-	2	-	1	1	2	-	-	3	-	3	-	-	2	1	1	-		
	0.5		1.3		0.6	1.3	0.7			0.8		1.0			0.8	0.3	1.3	1.4		
67 BERNAL HEIGHTS	3	-	-	1	2	1	2	-	-	1	2	-	3	-	-	3	-	-		
	0.5			1.5	1.1	1.3	0.7			0.3	0.8		1.0			0.9				
CALIFORNIA STREET CABLE CAR	3	2	1	-	-	-	1	1	1	3	-	1	2	-	-	3	-	-		
	0.5	0.9	0.7				0.3	0.6	2.1	0.8		0.3	0.7			0.9				
3 JACKSON	2	1	-	-	1	-	2	-	-	1	1	2	-	-	-	2	-	-		
	0.3	0.5			0.6		0.7			0.3	0.4	0.6				0.6				
8AX / 8BX BAYSHORE A/B EXPRESSES	2	-	1	-	1	-	1	1	-	1	1	1	1	-	1	1	-	-		
	0.3		0.7		0.6		0.3	0.6		0.3	0.4	0.3	0.3		0.4	0.3		1.4		
23 MONTEREY	2	1	-	1	-	-	2	-	-	2	-	2	-	-	1	1	-	-		
	0.3	0.5		1.5			0.7			0.5		0.6			0.4	0.3		1.4		
55 16TH ST	2	2	-	-	-	-	1	1	-	2	-	-	2	-	1	1	1	-		
	0.3	0.9					0.3	0.6		0.5			0.7		0.4	0.3	1.3			
57 PARKMERCED	1	-	-	-	1	1	-	-	-	-	1	1	-	-	-	1	-	-		
	0.2				0.6	1.3					0.4	0.3				0.3				

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

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
18 46TH AVENUE	1 0.2	1 0.5	-	-	-	-	-	1	-	1	-	-	1	-	-	1	-	-	-
39 COIT	1 0.2	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-
41 UNION	1 0.2	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-
66 QUINTARA	1 0.2	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-	-	1
82X LEVI PLAZA EXPRESS	1 0.2	-	1	-	-	-	-	-	1	1	-	1	-	-	1	-	1	-	-
S-CASTRO SHUTTLE	1 0.2	-	-	-	1	-	1	-	-	-	1	1	-	-	1	-	-	1	-
POWELL-HYDE STREET CABLE CAR	1 0.2	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-
POWELL-MASON STREET CABLE CAR	1 0.2	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-
DON'T KNOW/NO ANSWER	1 0.2	-	-	-	1	1	-	-	-	-	1	1	-	-	1	-	-	-	1

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Q5 HOW OFTEN DO YOU RIDE MUNI?

	HOW OFTEN RIDE MUNI -----									VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC. -----			SFMTA.COM -----		MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	SERVICE -----				
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK				YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	218	218	-	-	-	31	95	67	24	144	74	105	113	-	92	126	18	42	32
	35.8	100.0				40.3	31.1	37.6	51.1	38.9	31.4	33.3	38.4		34.7	36.6	24.0	35.6	44.4
SEVERAL TIMES A WEEK	151	-	151	-	-	14	86	40	10	88	62	82	69	-	59	92	14	32	13
	24.8		100.0			18.2	28.2	22.5	21.3	23.8	26.3	26.0	23.5		22.3	26.7	18.7	27.1	18.1
ABOUT ONCE A WEEK	65	-	-	65	-	10	29	23	3	40	24	32	33	-	24	41	7	13	4
	10.7			100.0		13.0	9.5	12.9	6.4	10.8	10.2	10.2	11.2		9.1	11.9	9.3	11.0	5.6
TWO OR THREE TIMES A MONTH	90	-	-	-	90	13	48	28	1	48	41	47	43	-	45	45	19	16	10
	14.8				51.4	16.9	15.7	15.7	2.1	13.0	17.4	14.9	14.6		17.0	13.1	25.3	13.6	13.9
ABOUT ONCE A MONTH	34	-	-	-	34	3	19	9	3	21	13	19	15	-	17	17	4	7	6
	5.6				19.4	3.9	6.2	5.1	6.4	5.7	5.5	6.0	5.1		6.4	4.9	5.3	5.9	8.3
LESS THAN ONCE A MONTH	51	-	-	-	51	6	28	11	6	29	22	30	21	-	28	23	13	8	7
	8.4				29.1	7.8	9.2	6.2	12.8	7.8	9.3	9.5	7.1		10.6	6.7	17.3	6.8	9.7

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL SERVICE -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	77	31	14	10	22	77	-	-	-	47	30	43	34	-	29	48	7	11	11	
	12.6	14.2	9.3	15.4	12.6	100.0				12.7	12.7	13.7	11.6		10.9	14.0	9.3	9.3	15.3	
GOOD (3)	305	95	86	29	95	-	305	-	-	172	131	153	152	-	128	177	28	62	38	
	50.1	43.6	57.0	44.6	54.3		100.0			46.5	55.5	48.6	51.7		48.3	51.5	37.3	52.5	52.8	
FAIR (2)	178	67	40	23	48	-	-	178	-	118	59	96	82	-	86	92	29	39	18	
	29.2	30.7	26.5	35.4	27.4			100.0		31.9	25.0	30.5	27.9		32.5	26.7	38.7	33.1	25.0	
POOR (1)	47	24	10	3	10	-	-	-	47	31	16	22	25	-	21	26	10	6	5	
	7.7	11.0	6.6	4.6	5.7				100.0	8.4	6.8	7.0	8.5		7.9	7.6	13.3	5.1	6.9	
DON'T KNOW	2	1	1	-	-	-	-	-	-	2	-	1	1	-	1	1	1	-	-	
	0.3	0.5	0.7							0.5		0.3	0.3		0.4	0.3	1.3			
MEAN	2.68	2.61	2.69	2.71	2.74	4.00	3.00	2.00	1.00	2.64	2.74	2.69	2.67	-	2.63	2.72	2.43	2.66	2.76	
STANDARD DEVIATION	0.79	0.86	0.73	0.79	0.75	0.00	0.00	0.00	0.00	0.81	0.76	0.79	0.79		0.78	0.80	0.85	0.72	0.80	
STANDARD ERROR	0.03	0.06	0.06	0.10	0.06	0.00	0.00	0.00	0.00	0.04	0.05	0.04	0.05		0.05	0.04	0.10	0.07	0.09	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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 SERVICES	145	58	31	20	36	16	72	50	7	96	48	61	84	-	65	80	16	29	20	
	23.8	26.6	20.5	30.8	20.6	20.8	23.6	28.1	14.9	25.9	20.3	19.4	28.6		24.5	23.3	21.3	24.6	27.8	
BETTER ON-TIME PERFORMANCE	119	41	36	10	32	6	39	55	19	77	41	53	66	-	61	58	22	27	12	
	19.5	18.8	23.8	15.4	18.3	7.8	12.8	30.9	40.4	20.8	17.4	16.8	22.4		23.0	16.9	29.3	22.9	16.7	
VEHICLE/STATION CLEANLINESS	88	27	15	11	35	7	52	21	7	51	36	48	40	-	47	41	13	21	13	
	14.4	12.4	9.9	16.9	20.0	9.1	17.0	11.8	14.9	13.8	15.3	15.2	13.6		17.7	11.9	17.3	17.8	18.1	
OVERCROWDING	73	28	15	8	22	8	26	31	8	50	22	40	33	-	35	38	13	13	9	
	12.0	12.8	9.9	12.3	12.6	10.4	8.5	17.4	17.0	13.5	9.3	12.7	11.2		13.2	11.0	17.3	11.0	12.5	
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI - BUS STOPS, STATIONS, WEB SITE) OFTEN INACCURATE/NOT PRESENT	58	17	21	3	17	7	28	17	6	38	19	28	30	-	27	31	5	12	10	
	9.5	7.8	13.9	4.6	9.7	9.1	9.2	9.6	12.8	10.3	8.1	8.9	10.2		10.2	9.0	6.7	10.2	13.9	
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	43	12	11	6	14	3	19	18	3	25	18	21	22	-	18	25	6	7	5	
	7.1	5.5	7.3	9.2	8.0	3.9	6.2	10.1	6.4	6.8	7.6	6.7	7.5		6.8	7.3	8.0	5.9	6.9	
TOO MANY RUDE/ROWDY/HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES	42	19	13	2	8	8	18	12	4	24	18	23	19	-	15	27	6	5	4	
	6.9	8.7	8.6	3.1	4.6	10.4	5.9	6.7	8.5	6.5	7.6	7.3	6.5		5.7	7.8	8.0	4.2	5.6	
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	39	22	6	1	10	2	16	19	2	26	13	21	18	-	15	24	3	9	3	
	6.4	10.1	4.0	1.5	5.7	2.6	5.2	10.7	4.3	7.0	5.5	6.7	6.1		5.7	7.0	4.0	7.6	4.2	
BETTER ENFORCEMENT (SENIOR/DISABLED SEATING, FARE EVASION, VANDALISM/ GRAFFITI, FOOD/DRINK/SMOKING)	33	14	12	3	4	4	18	8	2	23	10	20	13	-	18	15	6	6	6	
	5.4	6.4	7.9	4.6	2.3	5.2	5.9	4.5	4.3	6.2	4.2	6.3	4.4		6.8	4.4	8.0	5.1	8.3	
SATISFIED WITH SERVICE/OTHER POSITIVE COMMENT	30	7	10	5	8	11	18	1	-	9	21	18	12	-	7	23	1	4	2	
	4.9	3.2	6.6	7.7	4.6	14.3	5.9	0.6		2.4	8.9	5.7	4.1		2.6	6.7	1.3	3.4	2.8	
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, ETC)	28	8	9	5	6	1	12	11	4	15	13	17	11	-	15	13	4	8	3	
	4.6	3.7	6.0	7.7	3.4	1.3	3.9	6.2	8.5	4.1	5.5	5.4	3.7		5.7	3.8	5.3	6.8	4.2	
EMPLOYEE HELPFULNESS/PROFESSIONALISM/ DISCIPLINE	26	14	6	3	3	1	13	11	1	17	9	13	13	-	11	15	3	7	1	
	4.3	6.4	4.0	4.6	1.7	1.3	4.3	6.2	2.1	4.6	3.8	4.1	4.4		4.2	4.4	4.0	5.9	1.4	
FARES	26	8	2	5	11	3	14	6	3	20	6	10	16	-	10	16	5	4	1	
	4.3	3.7	1.3	7.7	6.3	3.9	4.6	3.4	6.4	5.4	2.5	3.2	5.4		3.8	4.7	6.7	3.4	1.4	
FASTER TRAVEL TIME	21	9	2	3	7	2	10	7	2	11	10	14	7	-	8	13	6	1	1	
	3.4	4.1	1.3	4.6	4.0	2.6	3.3	3.9	4.3	3.0	4.2	4.4	2.4		3.0	3.8	8.0	0.8	1.4	
IMPROVED/UPGRADED VEHICLES/EQUIPMENT	19	6	5	2	6	2	5	8	3	13	6	13	6	-	10	9	3	5	2	
	3.1	2.8	3.3	3.1	3.4	2.6	1.6	4.5	6.4	3.5	2.5	4.1	2.0		3.8	2.6	4.0	4.2	2.8	
EXTEND HOURS/ROUTES/ADD/KEEP ROUTES	18	7	3	1	7	2	6	7	3	14	4	11	7	-	8	10	4	2	2	
	3.0	3.2	2.0	1.5	4.0	2.6	2.0	3.9	6.4	3.8	1.7	3.5	2.4		3.0	2.9	5.3	1.7	2.8	

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

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
REDUCE THE IMPACT OF SYSTEM CONSTRUCTION/MAINTENANCE/REPAIRS ON RIDERS	15 2.5	7 3.2	3 2.0	-	5 2.9	2 2.6	7 2.3	5 2.8	1 2.1	9 2.4	6 2.5	8 2.5	7 2.4	-	7 2.6	8 2.3	-	4 3.4	3 4.2	
OPERATORS DRIVE PAST STOPS/DON'T WAIT FOR RUNNING PASSENGERS TO BOARD	14 2.3	7 3.2	5 3.3	1 1.5	1 0.6	2 2.6	5 1.6	6 3.4	1 2.1	1 0.3	12 5.1	5 1.6	9 3.1	-	1 0.4	13 3.8	-	-	1 1.4	
MORE BUS STOPS	10 1.6	3 1.4	4 2.6	1 1.5	2 1.1	-	8 2.6	1 0.6	1 2.1	3 0.8	7 3.0	5 1.6	5 1.7	-	2 0.8	8 2.3	-	2 1.7	-	
OPERATORS DRIVE UNSAFELY/PULL OFF BEFORE PASSENGERS ARE SEATED/DON'T PULL ALL THE WAY INTO THE STOP	8 1.3	2 0.9	2 1.3	2 3.1	2 1.1	1 1.3	5 1.6	2 1.1	-	6 1.6	1 0.4	2 0.6	6 2.0	-	3 1.1	5 1.5	-	2 1.7	1 1.4	
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	7 1.1	2 0.9	3 2.0	1 1.5	1 0.6	1 1.3	5 1.6	1 0.6	-	3 0.8	4 1.7	4 1.3	3 1.0	-	5 1.9	2 0.6	1 1.3	3 2.5	1 1.4	
DISLIKE RED "TRANSIT ONLY" LANES/BULB OUTS	3 0.5	-	1 0.7	1 1.5	1 0.6	-	2 0.7	1 0.6	-	3 0.8	-	2 0.6	1 0.3	-	2 0.8	1 0.3	1 1.3	1 0.8	-	
BETTER PASSENGER SAFETY (FROM INJURY)	2 0.3	1 0.5	-	1 1.5	-	-	-	2 1.1	-	1 0.3	1 0.4	2 0.6	-	-	1 0.4	1 0.3	-	1 0.8	-	
IMPROVED/REDESIGNED SHELTERS/BUS STOPS/STATIONS/BETTER MAINTENANCE	2 0.3	-	1 0.7	1 1.5	-	-	1 0.3	-	1 2.1	2 0.5	-	2 0.6	-	-	1 0.4	1 0.3	1 1.3	-	-	
ANNOUNCE STOPS/MAKE ANNOUNCEMENTS CLEARER	2 0.3	2 0.9	-	-	-	-	2 0.7	-	-	1 0.3	1 0.4	1 0.3	1 0.3	-	-	2 0.6	-	-	-	
BETTER DISABLED/SENIOR ACCESS	1 0.2	-	1 0.7	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	-	-	-	
FIX ESCALATORS/ELEVATORS AT STATIONS	1 0.2	-	-	-	1 0.6	-	1 0.3	-	-	1 0.3	-	1 0.3	-	-	-	1 0.3	-	-	-	
OTHER	2 0.3	2 0.9	-	-	-	-	1 0.3	-	1 2.1	2 0.5	-	1 0.3	1 0.3	-	-	2 0.6	-	-	-	
DON'T KNOW/BLANK	16 2.6	4 1.8	3 2.0	1 1.5	8 4.6	3 3.9	12 3.9	1 0.6	-	3 0.8	13 5.5	6 1.9	10 3.4	-	6 2.3	10 2.9	3 4.0	1 0.8	2 2.8	

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	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----						VISITED		WOULD USE RIDE HAIL			USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK						YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	593	214	148	64	167	74	293	177	47	367	223	309	284	-	259	334	72	117	70
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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 SERVICES	145	58	31	20	36	16	72	50	7	96	48	61	84	-	65	80	16	29	20
	24.5	27.1	20.9	31.3	21.6	21.6	24.6	28.2	14.9	26.2	21.5	19.7	29.6	25.1	24.0	22.2	24.8	28.6	
BETTER ON-TIME PERFORMANCE	119	41	36	10	32	6	39	55	19	77	41	53	66	-	61	58	22	27	12
	20.1	19.2	24.3	15.6	19.2	8.1	13.3	31.1	40.4	21.0	18.4	17.2	23.2	23.6	17.4	30.6	23.1	17.1	
VEHICLE/STATION CLEANLINESS	88	27	15	11	35	7	52	21	7	51	36	48	40	-	47	41	13	21	13
	14.8	12.6	10.1	17.2	21.0	9.5	17.7	11.9	14.9	13.9	16.1	15.5	14.1	18.1	12.3	18.1	17.9	18.6	
OVERCROWDING	73	28	15	8	22	8	26	31	8	50	22	40	33	-	35	38	13	13	9
	12.3	13.1	10.1	12.5	13.2	10.8	8.9	17.5	17.0	13.6	9.9	12.9	11.6	13.5	11.4	18.1	11.1	12.9	
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI - BUS STOPS, STATIONS, WEB SITE) OFTEN INACCURATE/NOT PRESENT	58	17	21	3	17	7	28	17	6	38	19	28	30	-	27	31	5	12	10
	9.8	7.9	14.2	4.7	10.2	9.5	9.6	9.6	12.8	10.4	8.5	9.1	10.6	10.4	9.3	6.9	10.3	14.3	
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	43	12	11	6	14	3	19	18	3	25	18	21	22	-	18	25	6	7	5
	7.3	5.6	7.4	9.4	8.4	4.1	6.5	10.2	6.4	6.8	8.1	6.8	7.7	6.9	7.5	8.3	6.0	7.1	
TOO MANY RUDE/ROWDY/HOMELESS/CRAZY/IMPAIRED PEOPLE ON VEHICLES	42	19	13	2	8	8	18	12	4	24	18	23	19	-	15	27	6	5	4
	7.1	8.9	8.8	3.1	4.8	10.8	6.1	6.8	8.5	6.5	8.1	7.4	6.7	5.8	8.1	8.3	4.3	5.7	
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	39	22	6	1	10	2	16	19	2	26	13	21	18	-	15	24	3	9	3
	6.6	10.3	4.1	1.6	6.0	2.7	5.5	10.7	4.3	7.1	5.8	6.8	6.3	5.8	7.2	4.2	7.7	4.3	
BETTER ENFORCEMENT (SENIOR/DISABLED SEATING, FARE EVASION, VANDALISM/GRAFFITI, FOOD/DRINK/SMOKING)	33	14	12	3	4	4	18	8	2	23	10	20	13	-	18	15	6	6	6
	5.6	6.5	8.1	4.7	2.4	5.4	6.1	4.5	4.3	6.3	4.5	6.5	4.6	6.9	4.5	8.3	5.1	8.6	
SATISFIED WITH SERVICE/OTHER POSITIVE COMMENT	30	7	10	5	8	11	18	1	-	9	21	18	12	-	7	23	1	4	2
	5.1	3.3	6.8	7.8	4.8	14.9	6.1	0.6	-	2.5	9.4	5.8	4.2	2.7	6.9	1.4	3.4	2.9	
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, ETC)	28	8	9	5	6	1	12	11	4	15	13	17	11	-	15	13	4	8	3
	4.7	3.7	6.1	7.8	3.6	1.4	4.1	6.2	8.5	4.1	5.8	5.5	3.9	5.8	3.9	5.6	6.8	4.3	
EMPLOYEE HELPFULNESS/PROFESSIONALISM/DISCIPLINE	26	14	6	3	3	1	13	11	1	17	9	13	13	-	11	15	3	7	1
	4.4	6.5	4.1	4.7	1.8	1.4	4.4	6.2	2.1	4.6	4.0	4.2	4.6	4.2	4.5	4.2	6.0	1.4	
FARES	26	8	2	5	11	3	14	6	3	20	6	10	16	-	10	16	5	4	1
	4.4	3.7	1.4	7.8	6.6	4.1	4.8	3.4	6.4	5.4	2.7	3.2	5.6	3.9	4.8	6.9	3.4	1.4	
FASTER TRAVEL TIME	21	9	2	3	7	2	10	7	2	11	10	14	7	-	8	13	6	1	1
	3.5	4.2	1.4	4.7	4.2	2.7	3.4	4.0	4.3	3.0	4.5	4.5	2.5	3.1	3.9	8.3	0.9	1.4	
IMPROVED/UPGRADED VEHICLES/EQUIPMENT	19	6	5	2	6	2	5	8	3	13	6	13	6	-	10	9	3	5	2
	3.2	2.8	3.4	3.1	3.6	2.7	1.7	4.5	6.4	3.5	2.7	4.2	2.1	3.9	2.7	4.2	4.3	2.9	
EXTEND HOURS/ROUTES/ADD/KEEP ROUTES	18	7	3	1	7	2	6	7	3	14	4	11	7	-	8	10	4	2	2
	3.0	3.3	2.0	1.6	4.2	2.7	2.0	4.0	6.4	3.8	1.8	3.6	2.5	3.1	3.0	5.6	1.7	2.9	

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

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL				
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	SERVICE -----			
		/WK	/WK	/WK											YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
REDUCE THE IMPACT OF SYSTEM CONSTRUCTION/MAINTENANCE/REPAIRS ON RIDERS	15 2.5	7 3.3	3 2.0	-	5 3.0	2 2.7	7 2.4	5 2.8	1 2.1	9 2.5	6 2.7	8 2.6	7 2.5	-	7 2.7	8 2.4	-	4 3.4	3 4.3
OPERATORS DRIVE PAST STOPS/DON'T WAIT FOR RUNNING PASSENGERS TO BOARD	14 2.4	7 3.3	5 3.4	1 1.6	1 0.6	2 2.7	5 1.7	6 3.4	1 2.1	1 0.3	12 5.4	5 1.6	9 3.2	-	1 0.4	13 3.9	-	-	1 1.4
MORE BUS STOPS	10 1.7	3 1.4	4 2.7	1 1.6	2 1.2	-	8 2.7	1 0.6	1 2.1	3 0.8	7 3.1	5 1.6	5 1.8	-	2 0.8	8 2.4	-	2 1.7	-
OPERATORS DRIVE UNSAFELY/PULL OFF BEFORE PASSENGERS ARE SEATED/DON'T PULL ALL THE WAY INTO THE STOP	8 1.3	2 0.9	2 1.4	2 3.1	2 1.2	1 1.4	5 1.7	2 1.1	-	6 1.6	1 0.4	2 0.6	6 2.1	-	3 1.2	5 1.5	-	2 1.7	1 1.4
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	7 1.2	2 0.9	3 2.0	1 1.6	1 0.6	1 1.4	5 1.7	1 0.6	-	3 0.8	4 1.8	4 1.3	3 1.1	-	5 1.9	2 0.6	1 1.4	3 2.6	1 1.4
DISLIKE RED "TRANSIT ONLY" LANES/BULB OUTS	3 0.5	-	1 0.7	1 1.6	1 0.6	-	2 0.7	1 0.6	-	3 0.8	-	2 0.6	1 0.4	-	2 0.8	1 0.3	1 1.4	1 0.9	-
BETTER PASSENGER SAFETY (FROM INJURY)	2 0.3	1 0.5	-	1 1.6	-	-	-	2 1.1	-	1 0.3	1 0.4	2 0.6	-	-	1 0.4	1 0.3	-	1 0.9	-
IMPROVED/REDESIGNED SHELTERS/BUS STOPS/STATIONS/BETTER MAINTENANCE	2 0.3	-	1 0.7	1 1.6	-	-	1 0.3	-	1 2.1	2 0.5	-	2 0.6	-	-	1 0.4	1 0.3	1 1.4	-	-
ANNOUNCE STOPS/MAKE ANNOUNCEMENTS CLEARER	2 0.3	2 0.9	-	-	-	-	2 0.7	-	-	1 0.3	1 0.4	1 0.3	1 0.4	-	-	2 0.6	-	-	-
BETTER DISABLED/SENIOR ACCESS	1 0.2	-	1 0.7	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.4	-	-	1 0.3	-	-	-
FIX ESCALATORS/ELEVATORS AT STATIONS	1 0.2	-	-	-	1 0.6	-	1 0.3	-	-	1 0.3	-	1 0.3	-	-	-	1 0.3	-	-	-
OTHER	2 0.3	2 0.9	-	-	-	-	1 0.3	-	1 2.1	2 0.5	-	1 0.3	1 0.4	-	-	2 0.6	-	-	-
DON'T KNOW/BLANK	16	4	3	1	8	3	12	1	-	3	13	6	10	-	6	10	3	1	2

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q8 RELIABILITY/ON-TIME PERFORMANCE

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----				
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
		/WK	/WK	/WK															
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	22	15	11	16	32	27	2	3	40	24	45	19	-	22	42	3	9	10
	10.5	10.1	9.9	16.9	9.1	41.6	8.9	1.1	6.4	10.8	10.2	14.3	6.5	8.3	12.2	4.0	7.6	13.9	
GOOD	241	74	67	21	79	27	164	46	3	140	100	122	119	-	99	142	23	49	27
	39.6	33.9	44.4	32.3	45.1	35.1	53.8	25.8	6.4	37.8	42.4	38.7	40.5	37.4	41.3	30.7	41.5	37.5	
FAIR	213	86	48	28	51	14	99	86	13	131	80	100	113	-	98	115	26	44	28
	35.0	39.4	31.8	43.1	29.1	18.2	32.5	48.3	27.7	35.4	33.9	31.7	38.4	37.0	33.4	34.7	37.3	38.9	
POOR	85	36	20	4	25	3	13	42	27	56	29	45	40	-	43	42	21	15	7
	14.0	16.5	13.2	6.2	14.3	3.9	4.3	23.6	57.4	15.1	12.3	14.3	13.6	16.2	12.2	28.0	12.7	9.7	
DON'T KNOW	6	-	1	1	4	1	2	2	1	3	3	3	3	-	3	3	2	1	-
	1.0		0.7	1.5	2.3	1.3	0.7	1.1	2.1	0.8	1.3	1.0	1.0	1.1	0.9	2.7	0.8		
MEAN	2.47	2.38	2.51	2.61	2.50	3.16	2.68	2.05	1.61	2.45	2.51	2.54	2.40	-	2.38	2.54	2.11	2.44	2.56
STANDARD DEVIATION	0.86	0.88	0.85	0.85	0.86	0.86	0.70	0.74	0.88	0.88	0.84	0.91	0.81	0.86	0.86	0.87	0.81	0.85	
STANDARD ERROR	0.04	0.06	0.07	0.11	0.07	0.10	0.04	0.06	0.13	0.05	0.06	0.05	0.05	0.05	0.05	0.10	0.08	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q9 FEELING SAFE AND SECURE FROM CRIME WHILE ON A MUNI VEHICLE

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	44	15	13	6	10	15	24	3	1	28	16	28	16	-	18	26	3	9	6	
	7.2	6.9	8.6	9.2	5.7	19.5	7.9	1.7	2.1	7.6	6.8	8.9	5.4	-	6.8	7.6	4.0	7.6	8.3	
GOOD	284	103	76	24	81	38	162	72	11	163	121	144	140	-	116	168	28	57	31	
	46.6	47.2	50.3	36.9	46.3	49.4	53.1	40.4	23.4	44.1	51.3	45.7	47.6	-	43.8	48.8	37.3	48.3	43.1	
FAIR	198	64	44	24	66	21	93	67	17	124	72	100	98	-	90	108	27	37	26	
	32.5	29.4	29.1	36.9	37.7	27.3	30.5	37.6	36.2	33.5	30.5	31.7	33.3	-	34.0	31.4	36.0	31.4	36.1	
POOR	79	36	15	10	18	3	23	36	17	53	25	41	38	-	40	39	17	15	8	
	13.0	16.5	9.9	15.4	10.3	3.9	7.5	20.2	36.2	14.3	10.6	13.0	12.9	-	15.1	11.3	22.7	12.7	11.1	
DON'T KNOW	4	-	3	1	-	-	3	-	1	2	2	2	2	-	1	3	-	-	1	
	0.7	-	2.0	1.5	-	-	1.0	-	2.1	0.5	0.8	0.6	0.7	-	0.4	0.9	-	-	1.4	
MEAN	2.48	2.44	2.59	2.41	2.47	2.84	2.62	2.24	1.91	2.45	2.55	2.51	2.46	-	2.42	2.53	2.23	2.51	2.49	
STANDARD DEVIATION	0.81	0.85	0.79	0.87	0.76	0.78	0.74	0.79	0.84	0.83	0.78	0.83	0.79	-	0.83	0.80	0.85	0.81	0.81	
STANDARD ERROR	0.03	0.06	0.06	0.11	0.06	0.09	0.04	0.06	0.12	0.04	0.05	0.05	0.05	-	0.05	0.04	0.10	0.07	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q10 FREQUENCY OF SERVICE

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----				
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
	BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	24	15	6	19	26	30	8	-	46	18	43	21	-	28	36	4	12	12
	10.5	11.0	9.9	9.2	10.9	33.8	9.8	4.5	-	12.4	7.6	13.7	7.1	-	10.6	10.5	5.3	10.2	16.7
GOOD	247	76	64	29	78	36	156	45	9	137	109	128	119	-	103	144	24	51	28
	40.6	34.9	42.4	44.6	44.6	46.8	51.1	25.3	19.1	37.0	46.2	40.6	40.5	-	38.9	41.9	32.0	43.2	38.9
FAIR	231	89	54	24	64	12	108	94	16	147	82	114	117	-	100	131	33	42	25
	37.9	40.8	35.8	36.9	36.6	15.6	35.4	52.8	34.0	39.7	34.7	36.2	39.8	-	37.7	38.1	44.0	35.6	34.7
POOR	63	28	17	6	12	3	11	28	21	38	25	27	36	-	32	31	14	13	5
	10.3	12.8	11.3	9.2	6.9	3.9	3.6	15.7	44.7	10.3	10.6	8.6	12.2	-	12.1	9.0	18.7	11.0	6.9
DON'T KNOW	4	1	1	-	2	-	-	3	1	2	2	3	1	-	2	2	-	-	2
	0.7	0.5	0.7	-	1.1	-	-	1.7	2.1	0.5	0.8	1.0	0.3	-	0.8	0.6	-	-	2.8
MEAN	2.52	2.44	2.51	2.54	2.60	3.10	2.67	2.19	1.74	2.52	2.51	2.60	2.43	-	2.48	2.54	2.24	2.53	2.67
STANDARD DEVIATION	0.82	0.85	0.83	0.79	0.78	0.80	0.70	0.75	0.77	0.84	0.79	0.83	0.80	0.84	0.80	0.82	0.82	0.85	
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.09	0.04	0.06	0.11	0.04	0.05	0.05	0.05	0.05	0.04	0.09	0.08	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q11 VEHICLE CLEANLINESS

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----				
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
		/WK	/WK	/WK															
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	37	11	6	8	12	19	15	2	-	24	13	25	12	-	15	22	6	2	7
	6.1	5.0	4.0	12.3	6.9	24.7	4.9	1.1	-	6.5	5.5	7.9	4.1	-	5.7	6.4	8.0	1.7	9.7
GOOD	271	95	80	23	73	38	154	66	12	155	115	134	137	-	111	160	22	60	29
	44.5	43.6	53.0	35.4	41.7	49.4	50.5	37.1	25.5	41.9	48.7	42.5	46.6	-	41.9	46.5	29.3	50.8	40.3
FAIR	212	75	46	26	65	13	105	75	19	134	77	115	97	-	95	117	30	38	27
	34.8	34.4	30.5	40.0	37.1	16.9	34.4	42.1	40.4	36.2	32.6	36.5	33.0	-	35.8	34.0	40.0	32.2	37.5
POOR	88	36	19	8	25	6	31	35	16	56	31	41	47	-	44	44	17	18	9
	14.4	16.5	12.6	12.3	14.3	7.8	10.2	19.7	34.0	15.1	13.1	13.0	16.0	-	16.6	12.8	22.7	15.3	12.5
DON'T KNOW	1	1	-	-	-	1	-	-	-	1	-	-	1	-	-	1	-	-	-
	0.2	0.5	-	-	-	1.3	-	-	-	0.3	-	-	0.3	-	-	0.3	-	-	-
MEAN	2.42	2.37	2.48	2.48	2.41	2.92	2.50	2.20	1.91	2.40	2.47	2.45	2.39	-	2.37	2.47	2.23	2.39	2.47
STANDARD DEVIATION	0.81	0.82	0.76	0.87	0.82	0.86	0.74	0.76	0.78	0.82	0.79	0.82	0.80	0.82	0.80	0.80	0.89	0.76	0.84
STANDARD ERROR	0.03	0.06	0.06	0.11	0.06	0.10	0.04	0.06	0.11	0.04	0.05	0.05	0.05	0.05	0.04	0.04	0.10	0.07	0.10

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q12 MANAGING CROWDING ON MUNI VEHICLES

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	7	1	6	14	6	-	-	16	5	15	6	-	7	14	3	1	3	
	3.4	3.2	4.6	1.5	3.4	18.2	2.0			4.3	2.1	4.8	2.0		2.6	4.1	4.0	0.8	4.2	
GOOD	182	61	45	22	54	32	113	32	4	82	100	98	84	-	68	114	21	27	20	
	29.9	28.0	29.8	33.8	30.9	41.6	37.0	18.0	8.5	22.2	42.4	31.1	28.6		25.7	33.1	28.0	22.9	27.8	
FAIR	231	83	55	24	69	24	129	69	9	148	80	116	115	-	114	117	29	51	34	
	37.9	38.1	36.4	36.9	39.4	31.2	42.3	38.8	19.1	40.0	33.9	36.8	39.1		43.0	34.0	38.7	43.2	47.2	
POOR	160	63	40	17	40	4	51	71	34	115	45	80	80	-	70	90	22	36	12	
	26.3	28.9	26.5	26.2	22.9	5.2	16.7	39.9	72.3	31.1	19.1	25.4	27.2		26.4	26.2	29.3	30.5	16.7	
DON'T KNOW	15	4	4	1	6	3	6	6	-	9	6	6	9	-	6	9	-	3	3	
	2.5	1.8	2.6	1.5	3.4	3.9	2.0	3.4		2.4	2.5	1.9	3.1		2.3	2.6		2.5	4.2	
MEAN	2.11	2.06	2.13	2.11	2.15	2.76	2.25	1.77	1.36	2.00	2.28	2.16	2.06	-	2.05	2.16	2.07	1.94	2.20	
STANDARD DEVIATION	0.84	0.84	0.87	0.82	0.82	0.82	0.75	0.74	0.64	0.85	0.80	0.87	0.81	0.80	0.87	0.86	0.76	0.78		
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.10	0.04	0.06	0.09	0.04	0.05	0.05	0.05	0.05	0.05	0.10	0.07	0.09		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q13 OPERATOR (DRIVER) HELPFULNESS

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	128	54	26	14	34	39	66	16	5	76	52	74	54	-	53	75	10	25	18	
	21.0	24.8	17.2	21.5	19.4	50.6	21.6	9.0	10.6	20.5	22.0	23.5	18.4		20.0	21.8	13.3	21.2	25.0	
GOOD	280	88	84	22	86	29	172	63	16	160	119	140	140	-	113	167	26	55	32	
	46.0	40.4	55.6	33.8	49.1	37.7	56.4	35.4	34.0	43.2	50.4	44.4	47.6		42.6	48.5	34.7	46.6	44.4	
FAIR	140	57	30	21	32	6	45	75	14	93	46	68	72	-	72	68	27	33	12	
	23.0	26.1	19.9	32.3	18.3	7.8	14.8	42.1	29.8	25.1	19.5	21.6	24.5		27.2	19.8	36.0	28.0	16.7	
POOR	39	12	8	5	14	2	11	16	10	24	14	22	17	-	12	27	7	2	3	
	6.4	5.5	5.3	7.7	8.0	2.6	3.6	9.0	21.3	6.5	5.9	7.0	5.8		4.5	7.8	9.3	1.7	4.2	
DON'T KNOW	22	7	3	3	9	1	11	8	2	17	5	11	11	-	15	7	5	3	7	
	3.6	3.2	2.0	4.6	5.1	1.3	3.6	4.5	4.3	4.6	2.1	3.5	3.7		5.7	2.0	6.7	2.5	9.7	
MEAN	2.85	2.87	2.86	2.73	2.84	3.38	3.00	2.46	2.36	2.82	2.90	2.88	2.82	-	2.83	2.86	2.56	2.90	3.00	
STANDARD DEVIATION	0.84	0.86	0.76	0.91	0.85	0.75	0.73	0.79	0.96	0.85	0.81	0.86	0.81		0.82	0.85	0.86	0.75	0.81	
STANDARD ERROR	0.03	0.06	0.06	0.12	0.07	0.09	0.04	0.06	0.14	0.05	0.05	0.05	0.05		0.05	0.05	0.10	0.07	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q14 ACESIBILITY FOR RIDERS WITH DISABILITIES

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	177	71	45	18	43	42	93	34	7	101	76	94	83	-	58	119	12	27	19	
	29.1	32.6	29.8	27.7	24.6	54.5	30.5	19.1	14.9	27.3	32.2	29.8	28.2		21.9	34.6	16.0	22.9	26.4	
GOOD	282	96	73	28	85	18	158	85	20	176	105	150	132	-	137	145	44	60	33	
	46.3	44.0	48.3	43.1	48.6	23.4	51.8	47.8	42.6	47.6	44.5	47.6	44.9		51.7	42.2	58.7	50.8	45.8	
FAIR	73	28	19	11	15	10	29	25	9	43	28	29	44	-	30	43	3	21	6	
	12.0	12.8	12.6	16.9	8.6	13.0	9.5	14.0	19.1	11.6	11.9	9.2	15.0		11.3	12.5	4.0	17.8	8.3	
POOR	24	9	5	2	8	1	7	10	6	13	11	8	16	-	10	14	3	2	5	
	3.9	4.1	3.3	3.1	4.6	1.3	2.3	5.6	12.8	3.5	4.7	2.5	5.4		3.8	4.1	4.0	1.7	6.9	
DON'T KNOW	53	14	9	6	24	6	18	24	5	37	16	34	19	-	30	23	13	8	9	
	8.7	6.4	6.0	9.2	13.7	7.8	5.9	13.5	10.6	10.0	6.8	10.8	6.5		11.3	6.7	17.3	6.8	12.5	
MEAN	3.10	3.12	3.11	3.05	3.08	3.42	3.17	2.93	2.67	3.10	3.12	3.17	3.03	-	3.03	3.15	3.05	3.02	3.05	
STANDARD DEVIATION	0.78	0.81	0.76	0.80	0.77	0.79	0.70	0.80	0.93	0.76	0.81	0.72	0.83		0.74	0.81	0.66	0.72	0.85	
STANDARD ERROR	0.03	0.06	0.06	0.10	0.06	0.09	0.04	0.06	0.14	0.04	0.05	0.04	0.05		0.05	0.05	0.08	0.07	0.11	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q15 COMMUNICATION WITH RIDERS

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----				
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
	BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	65	24	14	7	20	23	30	8	3	40	25	42	23	-	21	44	5	7	9
	10.7	11.0	9.3	10.8	11.4	29.9	9.8	4.5	6.4	10.8	10.6	13.3	7.8	7.9	12.8	6.7	5.9	12.5	
GOOD	268	95	64	27	82	36	163	58	10	146	121	130	138	-	113	155	29	57	27
	44.0	43.6	42.4	41.5	46.9	46.8	53.4	32.6	21.3	39.5	51.3	41.3	46.9	42.6	45.1	38.7	48.3	37.5	
FAIR	193	69	48	25	51	12	85	77	19	130	61	104	89	-	96	97	31	40	25
	31.7	31.7	31.8	38.5	29.1	15.6	27.9	43.3	40.4	35.1	25.8	33.0	30.3	36.2	28.2	41.3	33.9	34.7	
POOR	67	27	19	6	15	4	18	30	15	48	19	31	36	-	31	36	9	14	8
	11.0	12.4	12.6	9.2	8.6	5.2	5.9	16.9	31.9	13.0	8.1	9.8	12.2	11.7	10.5	12.0	11.9	11.1	
DON'T KNOW	16	3	6	-	7	2	9	5	-	6	10	8	8	-	4	12	1	-	3
	2.6	1.4	4.0		4.0	2.6	3.0	2.8		1.6	4.2	2.5	2.7	1.5	3.5	1.3		4.2	
MEAN	2.56	2.54	2.50	2.54	2.64	3.04	2.69	2.25	2.02	2.49	2.67	2.60	2.52	-	2.48	2.62	2.41	2.48	2.54
STANDARD DEVIATION	0.83	0.85	0.84	0.81	0.81	0.83	0.73	0.80	0.90	0.86	0.78	0.85	0.82	0.81	0.85	0.79	0.78	0.87	
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.10	0.04	0.06	0.13	0.04	0.05	0.05	0.05	0.05	0.05	0.09	0.07	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q16 PROVIDING ACCURATE ARRIVAL PREDICTIONS

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL AS MUNI ALT		USE RIDE HAIL SERVICE		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	94	31	18	16	29	30	47	15	1	59	35	59	35	-	37	57	13	12	12	
	15.4	14.2	11.9	24.6	16.6	39.0	15.4	8.4	2.1	15.9	14.8	18.7	11.9		14.0	16.6	17.3	10.2	16.7	
GOOD	240	86	57	25	72	34	135	63	8	149	88	114	126	-	104	136	17	57	30	
	39.4	39.4	37.7	38.5	41.1	44.2	44.3	35.4	17.0	40.3	37.3	36.2	42.9		39.2	39.5	22.7	48.3	41.7	
FAIR	168	61	42	19	46	7	88	57	15	105	63	81	87	-	81	87	23	37	21	
	27.6	28.0	27.8	29.2	26.3	9.1	28.9	32.0	31.9	28.4	26.7	25.7	29.6		30.6	25.3	30.7	31.4	29.2	
POOR	79	34	25	3	17	2	18	37	22	47	32	44	35	-	33	46	20	9	4	
	13.0	15.6	16.6	4.6	9.7	2.6	5.9	20.8	46.8	12.7	13.6	14.0	11.9		12.5	13.4	26.7	7.6	5.6	
DON'T KNOW	28	6	9	2	11	4	17	6	1	10	18	17	11	-	10	18	2	3	5	
	4.6	2.8	6.0	3.1	6.3	5.2	5.6	3.4	2.1	2.7	7.6	5.4	3.7		3.8	5.2	2.7	2.5	6.9	
MEAN	2.60	2.54	2.48	2.86	2.69	3.26	2.73	2.33	1.74	2.61	2.58	2.63	2.57	-	2.57	2.63	2.32	2.63	2.75	
STANDARD DEVIATION	0.91	0.93	0.93	0.86	0.88	0.75	0.81	0.91	0.83	0.91	0.93	0.96	0.86		0.89	0.93	1.07	0.78	0.82	
STANDARD ERROR	0.04	0.06	0.08	0.11	0.07	0.09	0.05	0.07	0.12	0.05	0.06	0.06	0.05		0.06	0.05	0.12	0.07	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q17 FEELING SAFE AND SECURE WHILE WAITING AT A MUNI STOP OR STATION

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----						VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK		
		/WK	/WK	/WK																	
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72		
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	47	15	15	3	14	14	21	8	3	35	12	31	16	-	17	30	4	9	4		
	7.7	6.9	9.9	4.6	8.0	18.2	6.9	4.5	6.4	9.5	5.1	9.8	5.4	6.4	8.7	5.3	7.6	5.6			
GOOD	302	106	71	37	88	42	173	71	16	181	121	166	136	-	132	170	29	65	38		
	49.6	48.6	47.0	56.9	50.3	54.5	56.7	39.9	34.0	48.9	51.3	52.7	46.3	49.8	49.4	38.7	55.1	52.8			
FAIR	193	69	47	20	57	19	90	70	14	110	80	91	102	-	86	107	31	34	21		
	31.7	31.7	31.1	30.8	32.6	24.7	29.5	39.3	29.8	29.7	33.9	28.9	34.7	32.5	31.1	41.3	28.8	29.2			
POOR	60	25	16	4	15	2	18	26	14	39	21	25	35	-	27	33	10	10	7		
	9.9	11.5	10.6	6.2	8.6	2.6	5.9	14.6	29.8	10.5	8.9	7.9	11.9	10.2	9.6	13.3	8.5	9.7			
DON'T KNOW	7	3	2	1	1	-	3	3	-	5	2	2	5	-	3	4	1	-	2		
	1.1	1.4	1.3	1.5	0.6		1.0	1.7		1.4	0.8	0.6	1.7	1.1	1.2	1.3		2.8			
MEAN	2.56	2.52	2.57	2.61	2.58	2.88	2.65	2.35	2.17	2.58	2.53	2.65	2.46	-	2.53	2.58	2.36	2.62	2.56		
STANDARD DEVIATION	0.78	0.79	0.82	0.68	0.76	0.73	0.70	0.79	0.94	0.81	0.73	0.77	0.78	0.77	0.78	0.79	0.75	0.75			
STANDARD ERROR	0.03	0.05	0.07	0.09	0.06	0.08	0.04	0.06	0.14	0.04	0.05	0.04	0.05	0.05	0.04	0.09	0.07	0.09			

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q18 TRIPS TAKE A REASONABLE AMOUNT OF TIME

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	85	36	19	11	19	37	37	10	1	55	30	53	32	-	38	47	7	13	18	
	14.0	16.5	12.6	16.9	10.9	48.1	12.1	5.6	2.1	14.9	12.7	16.8	10.9		14.3	13.7	9.3	11.0	25.0	
GOOD	328	103	86	35	104	30	207	84	7	199	127	170	158	-	136	192	29	71	36	
	53.9	47.2	57.0	53.8	59.4	39.0	67.9	47.2	14.9	53.8	53.8	54.0	53.7		51.3	55.8	38.7	60.2	50.0	
FAIR	159	63	37	17	42	10	55	69	24	93	65	76	83	-	74	85	28	32	14	
	26.1	28.9	24.5	26.2	24.0	13.0	18.0	38.8	51.1	25.1	27.5	24.1	28.2		27.9	24.7	37.3	27.1	19.4	
POOR	33	14	7	2	10	-	6	12	15	19	14	14	19	-	15	18	10	2	3	
	5.4	6.4	4.6	3.1	5.7		2.0	6.7	31.9	5.1	5.9	4.4	6.5		5.7	5.2	13.3	1.7	4.2	
DON'T KNOW	4	2	2	-	-	-	-	3	-	4	-	2	2	-	2	2	1	-	1	
	0.7	0.9	1.3					1.7		1.1		0.6	0.7		0.8	0.6	1.3		1.4	
MEAN	2.77	2.75	2.79	2.85	2.75	3.35	2.90	2.53	1.87	2.79	2.73	2.84	2.70	-	2.75	2.78	2.45	2.81	2.97	
STANDARD DEVIATION	0.75	0.81	0.72	0.73	0.72	0.70	0.61	0.71	0.74	0.76	0.76	0.75	0.75		0.77	0.74	0.85	0.64	0.79	
STANDARD ERROR	0.03	0.06	0.06	0.09	0.05	0.08	0.03	0.05	0.11	0.04	0.05	0.04	0.04		0.05	0.04	0.10	0.06	0.09	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q19 NAVIGATING ROAD CONSTRUCTION AND CONGESTION IN THE CITY

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----		VISITED -----		GENDER -----			WOULD USE RIDE HAIL AS MUNI ALT -----		USE RIDE HAIL SERVICE -----				
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
	BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	82	38	15	8	21	27	41	10	3	56	25	48	34	-	38	44	9	17	12
	13.5	17.4	9.9	12.3	12.0	35.1	13.4	5.6	6.4	15.1	10.6	15.2	11.6		14.3	12.8	12.0	14.4	16.7
GOOD	321	108	84	36	93	35	189	84	12	183	137	160	161	-	125	196	32	59	34
	52.7	49.5	55.6	55.4	53.1	45.5	62.0	47.2	25.5	49.5	58.1	50.8	54.8		47.2	57.0	42.7	50.0	47.2
FAIR	131	49	31	13	38	12	49	52	18	89	42	71	60	-	65	66	20	26	19
	21.5	22.5	20.5	20.0	21.7	15.6	16.1	29.2	38.3	24.1	17.8	22.5	20.4		24.5	19.2	26.7	22.0	26.4
POOR	49	18	15	4	12	2	17	18	12	27	21	23	26	-	23	26	10	7	6
	8.0	8.3	9.9	6.2	6.9	2.6	5.6	10.1	25.5	7.3	8.9	7.3	8.8		8.7	7.6	13.3	5.9	8.3
DON'T KNOW	26	5	6	4	11	1	9	14	2	15	11	13	13	-	14	12	4	9	1
	4.3	2.3	4.0	6.2	6.3	1.3	3.0	7.9	4.3	4.1	4.7	4.1	4.4		5.3	3.5	5.3	7.6	1.4
MEAN	2.75	2.78	2.68	2.79	2.75	3.14	2.86	2.52	2.13	2.75	2.74	2.77	2.72	-	2.71	2.78	2.56	2.79	2.73
STANDARD DEVIATION	0.80	0.84	0.80	0.76	0.77	0.78	0.72	0.77	0.89	0.81	0.78	0.81	0.79		0.83	0.77	0.89	0.78	0.84
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.09	0.04	0.06	0.13	0.04	0.05	0.05	0.05		0.05	0.04	0.11	0.07	0.10

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q20. DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: "MUNI IS A GOOD VALUE FOR THE MONEY"

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
			/WK	/WK	/WK										YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	221	79	58	23	61	52	136	28	5	118	102	115	106	-	75	146	17	34	24	
	36.3	36.2	38.4	35.4	34.9	67.5	44.6	15.7	10.6	31.9	43.2	36.5	36.1		28.3	42.4	22.7	28.8	33.3	
AGREE SOMEWHAT	250	85	60	26	79	22	126	91	10	152	96	133	117	-	124	126	30	60	34	
	41.1	39.0	39.7	40.0	45.1	28.6	41.3	51.1	21.3	41.1	40.7	42.2	39.8		46.8	36.6	40.0	50.8	47.2	
DISAGREE SOMEWHAT	93	29	23	14	27	1	34	46	11	72	21	44	49	-	51	42	21	19	11	
	15.3	13.3	15.2	21.5	15.4	1.3	11.1	25.8	23.4	19.5	8.9	14.0	16.7		19.2	12.2	28.0	16.1	15.3	
DISAGREE STRONGLY	40	24	8	1	7	2	5	12	21	25	15	22	18	-	15	25	7	5	3	
	6.6	11.0	5.3	1.5	4.0	2.6	1.6	6.7	44.7	6.8	6.4	7.0	6.1		5.7	7.3	9.3	4.2	4.2	
DON'T KNOW	5	1	2	1	1	-	4	1	-	3	2	1	4	-	-	5	-	-	-	
	0.8	0.5	1.3	1.5	0.6		1.3	0.6		0.8	0.8	0.3	1.4		1.5					
MEAN	3.08	3.01	3.13	3.11	3.11	3.61	3.31	2.76	1.98	2.99	3.22	3.09	3.07	-	2.98	3.16	2.76	3.04	3.10	
STANDARD DEVIATION	0.88	0.97	0.86	0.80	0.81	0.65	0.73	0.80	1.05	0.89	0.86	0.88	0.88		0.84	0.91	0.91	0.79	0.81	
STANDARD ERROR	0.04	0.07	0.07	0.10	0.06	0.07	0.04	0.06	0.15	0.05	0.06	0.05	0.05		0.05	0.05	0.11	0.07	0.10	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q21. 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?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----		SERVICE -----			
		/WK	/WK	/WK							YES				NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK		
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	372	128	88	40	116	45	179	120	27	248	121	207	165	-	188	184	55	79	54	
	61.1	58.7	58.3	61.5	66.3	58.4	58.7	67.4	57.4	67.0	51.3	65.7	56.1		70.9	53.5	73.3	66.9	75.0	
NO	215	83	58	24	50	29	114	52	19	111	104	94	121	-	72	143	18	39	15	
	35.3	38.1	38.4	36.9	28.6	37.7	37.4	29.2	40.4	30.0	44.1	29.8	41.2		27.2	41.6	24.0	33.1	20.8	
DO NOT WALK TO MY STOP	7	2	1	-	4	2	2	3	-	2	5	3	4	-	2	5	1	-	1	
	1.1	0.9	0.7		2.3	2.6	0.7	1.7		0.5	2.1	1.0	1.4		0.8	1.5	1.3		1.4	
DONT KNOW	15	5	4	1	5	1	10	3	1	9	6	11	4	-	3	12	1	-	2	
	2.5	2.3	2.6	1.5	2.9	1.3	3.3	1.7	2.1	2.4	2.5	3.5	1.4		1.1	3.5	1.3		2.8	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q22. HAVE YOU EVER VISITED MUNI'S WEB SITE - SFMTA.COM?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----		SERVICE -----			
		/WK	/WK	/WK							YES				NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK		
BASE - TOTAL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	370	144	88	40	98	47	172	118	31	370	-	196	174	-	179	191	47	83	49	
	60.8	66.1	58.3	61.5	56.0	61.0	56.4	66.3	66.0	100.0		62.2	59.2		67.5	55.5	62.7	70.3	68.1	
NO	236	74	62	24	76	30	131	59	16	-	236	119	117	-	85	151	28	34	23	
	38.8	33.9	41.1	36.9	43.4	39.0	43.0	33.1	34.0		100.0	37.8	39.8		32.1	43.9	37.3	28.8	31.9	
DON'T KNOW	3	-	1	1	1	-	2	1	-	-	-	-	3	-	1	2	-	1	-	
	0.5		0.7	1.5	0.6		0.7	0.6					1.0		0.4	0.6		0.8		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q22A WHAT IS YOUR OVERALL RATING OF MUNI'S WEBSITE

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL AS MUNI ALT		USE RIDE HAIL SERVICE		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK																
BASE - VISITED WEBSITE	370	144	88	40	98	47	172	118	31	370	-	196	174	-	179	191	47	83	49	
	100.0	100.0	100.0	100.0	100.0	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	12	7	2	12	13	10	8	1	33	-	18	15	-	11	22	4	4	3	
	8.9	8.3	8.0	5.0	12.2	27.7	5.8	6.8	3.2	8.9		9.2	8.6		6.1	11.5	8.5	4.8	6.1	
GOOD	180	70	41	23	46	22	105	46	7	180	-	92	88	-	84	96	14	46	24	
	48.6	48.6	46.6	57.5	46.9	46.8	61.0	39.0	22.6	48.6		46.9	50.6		46.9	50.3	29.8	55.4	49.0	
FAIR	108	43	28	11	26	10	39	43	15	108	-	62	46	-	61	47	18	29	14	
	29.2	29.9	31.8	27.5	26.5	21.3	22.7	36.4	48.4	29.2		31.6	26.4		34.1	24.6	38.3	34.9	28.6	
POOR	22	12	4	1	5	-	6	9	7	22	-	8	14	-	11	11	7	1	3	
	5.9	8.3	4.5	2.5	5.1		3.5	7.6	22.6	5.9		4.1	8.0		6.1	5.8	14.9	1.2	6.1	
DON'T KNOW	27	7	8	3	9	2	12	12	1	27	-	16	11	-	12	15	4	3	5	
	7.3	4.9	9.1	7.5	9.2	4.3	7.0	10.2	3.2	7.3		8.2	6.3		6.7	7.9	8.5	3.6	10.2	
MEAN	2.65	2.60	2.64	2.70	2.73	3.07	2.74	2.50	2.07	2.65	-	2.67	2.64	-	2.57	2.73	2.35	2.66	2.61	
STANDARD DEVIATION	0.74	0.77	0.72	0.62	0.77	0.72	0.63	0.76	0.78	0.74		0.72	0.77		0.72	0.76	0.87	0.59	0.72	
STANDARD ERROR	0.04	0.07	0.08	0.10	0.08	0.11	0.05	0.07	0.14	0.04		0.05	0.06		0.06	0.06	0.13	0.07	0.11	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24 WHEN YOU USE MUNI, WHAT IS THE MAIN PURPOSE OF THE TRIPS YOU TAKE?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	261	146	57	18	40	31	116	88	24	179	81	135	126	-	125	136	28	58	39
	42.9	67.0	37.7	27.7	22.9	40.3	38.0	49.4	51.1	48.4	34.3	42.9	42.9	47.2	39.5	37.3	49.2	54.2	
PERSONAL BUSINESS (APPOINTMENTS, ETC.)	98	22	28	9	39	12	52	26	8	61	36	51	47	-	37	61	11	16	10
	16.1	10.1	18.5	13.8	22.3	15.6	17.0	14.6	17.0	16.5	15.3	16.2	16.0	14.0	17.7	14.7	13.6	13.9	
RECREATION / ENTERTAINMENT / RESTAURANT	94	23	21	11	39	18	45	27	4	58	36	56	38	-	51	43	16	20	15
	15.4	10.6	13.9	16.9	22.3	23.4	14.8	15.2	8.5	15.7	15.3	17.8	12.9	19.2	12.5	21.3	16.9	20.8	
SHOPPING	46	7	11	10	18	7	31	7	1	18	27	21	25	-	12	34	5	6	1
	7.6	3.2	7.3	15.4	10.3	9.1	10.2	3.9	2.1	4.9	11.4	6.7	8.5	4.5	9.9	6.7	5.1	1.4	
MEDICAL	37	5	15	4	13	3	25	7	2	13	24	19	18	-	7	30	1	4	2
	6.1	2.3	9.9	6.2	7.4	3.9	8.2	3.9	4.3	3.5	10.2	6.0	6.1	2.6	8.7	1.3	3.4	2.8	
VISIT FRIENDS OR FAMILY	33	5	10	5	13	5	16	11	1	17	16	10	23	-	13	20	5	5	3
	5.4	2.3	6.6	7.7	7.4	6.5	5.2	6.2	2.1	4.6	6.8	3.2	7.8	4.9	5.8	6.7	4.2	4.2	
SCHOOL/UNIVERSITY	20	8	5	2	5	-	10	6	4	12	8	10	10	-	8	12	3	4	1
	3.3	3.7	3.3	3.1	2.9	3.3	3.4	8.5	3.2	3.4	3.2	3.4	3.4	3.0	3.5	4.0	3.4	1.4	
WORK RELATED BUSINESS	16	2	3	3	8	1	6	6	3	10	6	13	3	-	11	5	6	4	1
	2.6	0.9	2.0	4.6	4.6	1.3	2.0	3.4	6.4	2.7	2.5	4.1	1.0	4.2	1.5	8.0	3.4	1.4	
CHURCH/WORSHIP	3	-	1	2	-	-	3	-	-	2	1	-	3	-	-	3	-	-	-
	0.5	0.7	3.1	1.0	0.5	0.4	1.0	0.9	0.5	0.4	1.0	0.9	0.5	0.4	0.9	0.5	0.4	0.5	
DON'T KNOW	1	-	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-
	0.2	1.5	0.3	0.3	0.4	0.3	0.4	0.3	0.4	0.4	0.3	0.4	0.4	0.4	0.8	0.4	0.8	0.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 HOW DO YOU USUALLY PAY YOUR MUNI FARE?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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 CASH	261	55	87	35	84	23	135	84	18	180	79	131	130	-	140	121	49	59	32	
	42.9	25.2	57.6	53.8	48.0	29.9	44.3	47.2	38.3	48.6	33.5	41.6	44.2		52.8	35.2	65.3	50.0	44.4	
CLIPPER MONTHLY PASS	145	102	18	9	16	20	59	47	18	93	51	75	70	-	67	78	11	34	22	
	23.8	46.8	11.9	13.8	9.1	26.0	19.3	26.4	38.3	25.1	21.6	23.8	23.8		25.3	22.7	14.7	28.8	30.6	
CASH	112	27	15	12	58	21	58	26	7	57	55	69	43	-	36	76	11	16	9	
	18.4	12.4	9.9	18.5	33.1	27.3	19.0	14.6	14.9	15.4	23.3	21.9	14.6		13.6	22.1	14.7	13.6	12.5	
FREE MUNI FOR YOUTH, SENIORS OR PERSONS WITH DISABILITIES	55	18	25	5	7	7	35	12	1	18	37	24	31	-	8	47	-	4	4	
	9.0	8.3	16.6	7.7	4.0	9.1	11.5	6.7	2.1	4.9	15.7	7.6	10.5		3.0	13.7		3.4	5.6	
MUNI MOBILE	19	4	4	2	9	3	8	6	2	13	6	9	10	-	10	9	4	4	2	
	3.1	1.8	2.6	3.1	5.1	3.9	2.6	3.4	4.3	3.5	2.5	2.9	3.4		3.8	2.6	5.3	3.4	2.8	
LIFELINE	12	9	2	1	-	2	9	1	-	6	6	6	6	-	2	10	-	-	2	
	2.0	4.1	1.3	1.5		2.6	3.0	0.6		1.6	2.5	1.9	2.0		0.8	2.9			2.8	
OTHER TYPE OF PASS (UNSPECIFIED)	2	2	-	-	-	-	-	2	-	2	-	-	2	-	1	1	-	-	1	
	0.3	0.9						1.1		0.5			0.7		0.4	0.3			1.4	
DON'T PAY	1	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	
	0.2	0.5				1.3				0.3		0.3			0.3					
DON'T KNOW	2	-	-	1	1	-	1	-	1	-	2	-	2	-	1	1	-	1	-	
	0.3			1.5	0.6		0.3		2.1		0.8		0.7		0.4	0.3		0.8		

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q25 HOW DO YOU USUALLY PAY YOUR MUNI FARE? (SUMMARY)

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----		SERVICE -----			
		/WK	/WK	/WK					YES						NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK		
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	406	157	105	44	100	43	194	131	36	273	130	206	200	-	207	199	60	93	54	
	66.7	72.0	69.5	67.7	57.1	55.8	63.6	73.6	76.6	73.8	55.1	65.4	68.0		78.1	57.8	80.0	78.8	75.0	
CASH	112	27	15	12	58	21	58	26	7	57	55	69	43	-	36	76	11	16	9	
	18.4	12.4	9.9	18.5	33.1	27.3	19.0	14.6	14.9	15.4	23.3	21.9	14.6		13.6	22.1	14.7	13.6	12.5	
OTHER	91	34	31	9	17	13	53	21	4	40	51	40	51	-	22	69	4	9	9	
	14.9	15.6	20.5	13.8	9.7	16.9	17.4	11.8	8.5	10.8	21.6	12.7	17.3		8.3	20.1	5.3	7.6	12.5	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25A (IF CASH) WHAT IS THE PRIMARY REASON THAT YOU USE CASH?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	-----					-----					-----		-----			-----		-----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - USED CASH TO PAY MUNI FARE	112	27	15	12	58	21	58	26	7	57	55	69	43	-	36	76	11	16	9	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
PREFER TO PAY AS I RIDE	66	15	9	6	36	9	40	15	2	33	33	42	24	-	23	43	5	13	5	
	58.9	55.6	60.0	50.0	62.1	42.9	69.0	57.7	28.6	57.9	60.0	60.9	55.8		63.9	56.6	45.5	81.3	55.6	
DON'T USE MUNI ENOUGH FOR IT TO BE WORTHWHILE	13	2	2	1	8	5	6	2	-	5	8	9	4	-	5	8	2	2	1	
	11.6	7.4	13.3	8.3	13.8	23.8	10.3	7.7		8.8	14.5	13.0	9.3		13.9	10.5	18.2	12.5	11.1	
CASH TRANSFER IS A BETTER VALUE	10	3	2	2	3	4	2	3	1	4	6	5	5	-	2	8	1	-	1	
	8.9	11.1	13.3	16.7	5.2	19.0	3.4	11.5	14.3	7.0	10.9	7.2	11.6		5.6	10.5	9.1		11.1	
DON'T LIKE CARRYING A CLIPPER CARD/ WORRIED ABOUT PRIVACY	9	4	-	1	4	1	5	2	1	7	2	5	4	-	3	6	1	-	2	
	8.0	14.8		8.3	6.9	4.8	8.6	7.7	14.3	12.3	3.6	7.2	9.3		8.3	7.9	9.1		22.2	
DON'T HAVE ACCESS TO GET OR LOAD A CLIPPER CARD	8	3	-	1	4	1	3	1	3	6	2	5	3	-	2	6	1	1	-	
	7.1	11.1		8.3	6.9	4.8	5.2	3.8	42.9	10.5	3.6	7.2	7.0		5.6	7.9	9.1	6.3		
CLIPPER IS UNRELIABLE	2	-	1	-	1	-	1	1	-	-	2	1	1	-	1	1	1	-	-	
	1.8		6.7		1.7		1.7	3.8			3.6	1.4	2.3		2.8	1.3	9.1			
DON'T KNOW HOW TO GET/USE CLIPPER	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	
	0.9		6.7			4.8				1.8		1.4				1.3				
LOST/HAVEN'T REPLACED CLIPPER CARD	1	-	-	-	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	
	0.9				1.7		1.7				1.8	1.4				1.3				
OTHER (UNSPECIFIED)	1	-	-	-	1	-	-	1	-	-	1	-	1	-	-	1	-	-	-	
	0.9				1.7			3.8			1.8		2.3			1.3				
DON'T KNOW	1	-	-	1	-	-	-	1	-	1	-	-	1	-	-	1	-	-	-	
	0.9			8.3				3.8		1.8			2.3			1.3				

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q26 THINK ABOUT YOUR LAST MUNI TRIP. IF MUNI WAS NOT AVAILABLE FOR THAT TRIP, HOW WOULD YOU HAVE GOTTEN WHERE YOU NEEDED TO GO?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL AS MUNI ALT		USE RIDE HAIL SERVICE		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
USE A RIDE HAILING SERVICE SUCH AS UBER OR LYFT	265	92	59	24	90	29	128	86	21	179	85	140	125	-	265	-	75	118	72	
	43.5	42.2	39.1	36.9	51.4	37.7	42.0	48.3	44.7	48.4	36.0	44.4	42.5	100.0	-	100.0	100.0	100.0	100.0	
WALK	102	43	24	16	19	19	49	21	12	59	41	49	53	-	-	102	-	-	-	
	16.7	19.7	15.9	24.6	10.9	24.7	16.1	11.8	25.5	15.9	17.4	15.6	18.0	-	-	29.7	-	-	-	
DRIVE (MYSELF)	81	17	16	11	37	13	41	26	1	52	29	49	32	-	-	81	-	-	-	
	13.3	7.8	10.6	16.9	21.1	16.9	13.4	14.6	2.1	14.1	12.3	15.6	10.9	-	-	23.5	-	-	-	
USE A TAXI	45	22	11	4	8	6	26	11	2	25	20	27	18	-	-	45	-	-	-	
	7.4	10.1	7.3	6.2	4.6	7.8	8.5	6.2	4.3	6.8	8.5	8.6	6.1	-	-	13.1	-	-	-	
USE OTHER TRANSIT, SUCH AS BART	35	20	7	3	5	3	16	13	3	17	18	8	27	-	-	35	-	-	-	
	5.7	9.2	4.6	4.6	2.9	3.9	5.2	7.3	6.4	4.6	7.6	2.5	9.2	-	-	10.2	-	-	-	
WOULD NOT HAVE MADE TRIP	33	9	14	4	6	-	23	8	2	11	22	15	18	-	-	33	-	-	-	
	5.4	4.1	9.3	6.2	3.4	-	7.5	4.5	4.3	3.0	9.3	4.8	6.1	-	-	9.6	-	-	-	
GET A RIDE	29	10	12	1	6	4	15	7	3	11	18	13	16	-	-	29	-	-	-	
	4.8	4.6	7.9	1.5	3.4	5.2	4.9	3.9	6.4	3.0	7.6	4.1	5.4	-	-	8.4	-	-	-	
RIDE A BICYCLE	19	5	8	2	4	3	7	6	3	16	3	14	5	-	-	19	-	-	-	
	3.1	2.3	5.3	3.1	2.3	3.9	2.3	3.4	6.4	4.3	1.3	4.4	1.7	-	-	5.5	-	-	-	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q26A HOW OFTEN DO YOU USE A RIDE HAILING SERVICE LIKE UBER OR LYFT FOR A TRIP THAT YOU COULD HAVE USED MUNI FOR?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK																
BASE - WOULD USE RIDE HAIL SERVICE IF MUNI WASN'T AVAILABLE	265	92	59	24	90	29	128	86	21	179	85	140	125	-	265	-	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
SOMETIMES	118	42	32	13	31	11	62	39	6	83	34	60	58	-	118	-	-	118	-	
	44.5	45.7	54.2	54.2	34.4	37.9	48.4	45.3	28.6	46.4	40.0	42.9	46.4	44.5				100.0		
ALMOST ALWAYS	75	18	14	7	36	7	28	29	10	47	28	41	34	-	75	-	75	-	-	
	28.3	19.6	23.7	29.2	40.0	24.1	21.9	33.7	47.6	26.3	32.9	29.3	27.2	28.3			100.0			
RARELY	64	28	11	4	21	10	33	17	4	45	19	33	31	-	64	-	-	-	64	
	24.2	30.4	18.6	16.7	23.3	34.5	25.8	19.8	19.0	25.1	22.4	23.6	24.8	24.2					88.9	
NEVER	7	3	2	-	2	1	4	1	1	3	4	5	2	-	7	-	-	-	7	
	2.6	3.3	3.4		2.2	3.4	3.1	1.2	4.8	1.7	4.7	3.6	1.6	2.6					9.7	
DON'T KNOW	1	1	-	-	-	-	1	-	-	1	-	1	-	-	1	-	-	-	1	
	0.4	1.1					0.8			0.6		0.7		0.4					1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q26B WHAT IS THE MAIN REASON YOU CHOOSE A RIDE HAILING SERVICE LIKE UBER OR LYFT RATHER THAN MUNI IN THESE SITUATIONS?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS											YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK
BASE - USE A RIDE SERVICE AT LEAST RARELY	257	88	57	24	88	28	123	85	20	175	81	134	123	-	257	-	75	118	64	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
FASTER/GOES DIRECTLY TO DESTINATION	106	31	20	13	42	8	54	38	5	75	30	58	48	-	106	-	30	52	24	
	41.2	35.2	35.1	54.2	47.7	28.6	43.9	44.7	25.0	42.9	37.0	43.3	39.0	-	41.2	-	40.0	44.1	37.5	
IN A HURRY/DON'T HAVE TO WAIT	71	31	18	4	18	11	30	24	6	49	22	31	40	-	71	-	14	36	21	
	27.6	35.2	31.6	16.7	20.5	39.3	24.4	28.2	30.0	28.0	27.2	23.1	32.5	-	27.6	-	18.7	30.5	32.8	
DOOR TO DOOR SERVICE	44	9	10	3	22	3	25	12	4	27	17	17	27	-	44	-	20	14	10	
	17.1	10.2	17.5	12.5	25.0	10.7	20.3	14.1	20.0	15.4	21.0	12.7	22.0	-	17.1	-	26.7	11.9	15.6	
SAFER THAN MUNI	29	12	5	3	9	4	6	15	4	22	7	13	16	-	29	-	10	11	8	
	11.3	13.6	8.8	12.5	10.2	14.3	4.9	17.6	20.0	12.6	8.6	9.7	13.0	-	11.3	-	13.3	9.3	12.5	
CHEAPER/NEARLY THE SAME PRICE AS MUNI	24	4	7	2	11	3	10	9	2	15	9	15	9	-	24	-	15	8	1	
	9.3	4.5	12.3	8.3	12.5	10.7	8.1	10.6	10.0	8.6	11.1	11.2	7.3	-	9.3	-	20.0	6.8	1.6	
MORE RELIABLE THAN MUNI	24	11	3	3	7	1	11	10	2	17	7	18	6	-	24	-	10	8	6	
	9.3	12.5	5.3	12.5	8.0	3.6	8.9	11.8	10.0	9.7	8.6	13.4	4.9	-	9.3	-	13.3	6.8	9.4	
MUNI SERVICE IS LIMITED AT NIGHT/EARLY MORNING	16	11	3	-	2	1	9	3	2	13	3	11	5	-	16	-	4	6	6	
	6.2	12.5	5.3	-	2.3	3.6	7.3	3.5	10.0	7.4	3.7	8.2	4.1	-	6.2	-	5.3	5.1	9.4	
MUNI IS CROWDED	13	8	1	1	3	1	5	3	4	8	5	6	7	-	13	-	4	7	2	
	5.1	9.1	1.8	4.2	3.4	3.6	4.1	3.5	20.0	4.6	6.2	4.5	5.7	-	5.1	-	5.3	5.9	3.1	
CLEANER THAN MUNI	9	3	1	2	3	1	1	4	3	6	3	6	3	-	9	-	7	1	1	
	3.5	3.4	1.8	8.3	3.4	3.6	0.8	4.7	15.0	3.4	3.7	4.5	2.4	-	3.5	-	9.3	0.8	1.6	
MORE COMFORTABLE THAN MUNI	4	1	1	-	2	-	3	1	-	1	3	2	2	-	4	-	3	1	-	
	1.6	1.1	1.8	-	2.3	-	2.4	1.2	-	0.6	3.7	1.5	1.6	-	1.6	-	4.0	0.8	-	
I HAVE TO CARRY MULTIPLE/LARGE ITEMS	4	2	1	1	-	1	2	1	-	3	1	1	3	-	4	-	-	2	2	
	1.6	2.3	1.8	4.2	-	3.6	1.6	1.2	-	1.7	1.2	0.7	2.4	-	1.6	-	-	1.7	3.1	
DISABILITY/AGE ISSUES	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-	-	1	
	0.4	-	-	-	1.1	-	0.8	-	-	0.6	-	-	0.8	-	0.4	-	-	-	1.6	
I'VE BEEN DRINKING	1	-	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	
	0.4	-	-	-	1.1	-	0.8	-	-	0.6	-	0.7	-	-	0.4	-	-	0.8	-	
DON'T KNOW	4	1	2	1	-	-	2	2	-	3	1	2	2	-	4	-	1	3	-	
	1.6	1.1	3.5	4.2	-	-	1.6	2.4	-	1.7	1.2	1.5	1.6	-	1.6	-	1.3	2.5	-	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q26C WOULD YOU USE BIKE SHARE OR YOUR OWN BIKE FOR THIS TRIP?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
			/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES
BASE - WOULD USE A BIKE IF MUNI WASN'T AVAILABLE	19	5	8	2	4	3	7	6	3	16	3	14	5	-	-	19	-	-	-
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0			100.0			
BIKE SHARE	4	2	2	-	-	1	1	1	1	3	1	4	-	-	-	4	-	-	-
	21.1	40.0	25.0			33.3	14.3	16.7	33.3	18.8	33.3	28.6				21.1			
OWN BIKE	15	3	6	2	4	2	6	5	2	13	2	10	5	-	-	15	-	-	-
	78.9	60.0	75.0	100.0	100.0	66.7	85.7	83.3	66.7	81.3	66.7	71.4	100.0			78.9			

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27 THE SFMTA (SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY) IS A CITY AGENCY WHICH OVERSEES MUNI, BIKE AND PEDESTRIAN PROGRAMS, TAXIS, AS WELL AS PARKING AND TRAFFIC IN THE CITY. IN GENERAL, HOW FAMILIAR ARE YOU WITH THE SFMTA AND ITS RESPONSIBILITIES?

	HOW OFTEN RIDE MUNI -----										VISITED		WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC. -----				SFMTA.COM -----		GENDER -----			AS MUNI ALT -----		SERVICE -----		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	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	123	47	26	12	38	22	57	36	8	95	28	69	54	-	46	77	15	20	11
	20.2	21.6	17.2	18.5	21.7	28.6	18.7	20.2	17.0	25.7	11.9	21.9	18.4		17.4	22.4	20.0	16.9	15.3
SOMEWHAT FAMILIAR	240	87	69	24	60	24	116	79	20	165	74	127	113	-	100	140	29	46	25
	39.4	39.9	45.7	36.9	34.3	31.2	38.0	44.4	42.6	44.6	31.4	40.3	38.4		37.7	40.7	38.7	39.0	34.7
NOT TOO FAMILIAR	141	42	30	20	49	18	74	41	7	77	62	73	68	-	82	59	20	41	21
	23.2	19.3	19.9	30.8	28.0	23.4	24.3	23.0	14.9	20.8	26.3	23.2	23.1		30.9	17.2	26.7	34.7	29.2
NOT AT ALL FAMILIAR	102	42	25	7	28	13	55	22	12	33	69	45	57	-	35	67	11	10	14
	16.7	19.3	16.6	10.8	16.0	16.9	18.0	12.4	25.5	8.9	29.2	14.3	19.4		13.2	19.5	14.7	8.5	19.4
DON'T KNOW	3	-	1	2	-	-	3	-	-	-	3	1	2	-	2	1	-	1	1
	0.5		0.7	3.1			1.0				1.3	0.3	0.7		0.8	0.3		0.8	1.4
MEAN	2.63	2.64	2.64	2.65	2.62	2.71	2.58	2.72	2.51	2.87	2.26	2.70	2.56	-	2.60	2.66	2.64	2.65	2.46
STANDARD DEVIATION	0.99	1.03	0.96	0.92	1.00	1.06	0.99	0.93	1.06	0.90	1.02	0.97	1.00		0.93	1.03	0.97	0.86	0.98
STANDARD ERROR	0.04	0.07	0.08	0.12	0.08	0.12	0.06	0.07	0.15	0.05	0.07	0.05	0.06		0.06	0.06	0.11	0.08	0.12

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27A HOW SATISFIED ARE YOU WITH THE JOB SFMTA DOES WITH MANAGING TRANSPORTATION IN SAN FRANCISCO?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
VERY SATISFIED	99	38	27	8	26	38	56	4	1	46	53	51	48	-	21	78	3	8	10	
	16.3	17.4	17.9	12.3	14.9	49.4	18.4	2.2	2.1	12.4	22.5	16.2	16.3		7.9	22.7	4.0	6.8	13.9	
SOMEWHAT SATISFIED	263	91	66	27	79	31	159	61	11	156	106	136	127	-	116	147	28	53	35	
	43.2	41.7	43.7	41.5	45.1	40.3	52.1	34.3	23.4	42.2	44.9	43.2	43.2		43.8	42.7	37.3	44.9	48.6	
NEITHER SATISFIED NOR UNSATISFIED	95	33	23	10	29	3	51	36	4	65	29	46	49	-	53	42	12	26	15	
	15.6	15.1	15.2	15.4	16.6	3.9	16.7	20.2	8.5	17.6	12.3	14.6	16.7		20.0	12.2	16.0	22.0	20.8	
SOMEWHAT DISSATISFIED	100	34	21	13	32	3	24	59	14	65	34	54	46	-	51	49	20	22	9	
	16.4	15.6	13.9	20.0	18.3	3.9	7.9	33.1	29.8	17.6	14.4	17.1	15.6		19.2	14.2	26.7	18.6	12.5	
VERY DISSATISFIED	42	19	11	4	8	2	10	13	17	34	8	24	18	-	19	23	11	6	2	
	6.9	8.7	7.3	6.2	4.6	2.6	3.3	7.3	36.2	9.2	3.4	7.6	6.1		7.2	6.7	14.7	5.1	2.8	
DON'T KNOW	10	3	3	3	1	-	5	5	-	4	6	4	6	-	5	5	1	3	1	
	1.6	1.4	2.0	4.6	0.6		1.6	2.8		1.1	2.5	1.3	2.0		1.9	1.5	1.3	2.5	1.4	
MEAN	3.46	3.44	3.52	3.35	3.48	4.30	3.76	2.91	2.26	3.31	3.70	3.44	3.49	-	3.27	3.61	2.89	3.30	3.59	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q28. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL				
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR LESS	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
		/WK	/WK	/WK			EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	20	8	4	3	5	2	11	6	-	11	9	14	6	-	6	14	1	5	-	
	3.3	3.7	2.6	4.6	2.9	2.6	3.6	3.4		3.0	3.8	4.4	2.0		2.3	4.1	1.3	4.2		
94103	16	6	6	1	3	3	7	5	1	7	9	7	9	-	7	9	4	1	2	
	2.6	2.8	4.0	1.5	1.7	3.9	2.3	2.8	2.1	1.9	3.8	2.2	3.1		2.6	2.6	5.3	0.8	2.8	
94105	10	2	3	-	5	1	7	2	-	4	5	4	6	-	5	5	1	3	1	
	1.6	0.9	2.0		2.9	1.3	2.3	1.1		1.1	2.1	1.3	2.0		1.9	1.5	1.3	2.5	1.4	
94107	16	5	5	2	4	2	8	4	2	12	4	7	9	-	9	7	2	5	2	
	2.6	2.3	3.3	3.1	2.3	2.6	2.6	2.2	4.3	3.2	1.7	2.2	3.1		3.4	2.0	2.7	4.2	2.8	
94108	9	3	2	-	4	1	7	-	1	3	6	3	6	-	1	8	1	-	-	
	1.5	1.4	1.3		2.3	1.3	2.3		2.1	0.8	2.5	1.0	2.0		0.4	2.3	1.3			
94109	31	18	6	2	5	5	11	12	3	19	12	19	12	-	16	15	2	8	6	
	5.1	8.3	4.0	3.1	2.9	6.5	3.6	6.7	6.4	5.1	5.1	6.0	4.1		6.0	4.4	2.7	6.8	8.3	
94110	64	15	17	9	23	10	31	19	4	41	23	30	34	-	22	42	11	8	3	
	10.5	6.9	11.3	13.8	13.1	13.0	10.2	10.7	8.5	11.1	9.7	9.5	11.6		8.3	12.2	14.7	6.8	4.2	
94111	1	-	1	-	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1	
	0.2		0.7				0.3				0.4	0.3			0.4				1.4	
94112	57	19	16	6	16	9	28	16	4	22	35	27	30	-	16	41	7	3	6	
	9.4	8.7	10.6	9.2	9.1	11.7	9.2	9.0	8.5	5.9	14.8	8.6	10.2		6.0	11.9	9.3	2.5	8.3	
94114	45	15	11	7	12	4	21	13	7	24	20	27	18	-	20	25	4	11	5	
	7.4	6.9	7.3	10.8	6.9	5.2	6.9	7.3	14.9	6.5	8.5	8.6	6.1		7.5	7.3	5.3	9.3	6.9	
94115	40	19	10	5	6	6	24	10	-	25	15	16	24	-	19	21	6	7	6	
	6.6	8.7	6.6	7.7	3.4	7.8	7.9	5.6		6.8	6.4	5.1	8.2		7.2	6.1	8.0	5.9	8.3	
94116	29	11	8	2	8	4	11	10	4	18	11	14	15	-	15	14	2	6	7	
	4.8	5.0	5.3	3.1	4.6	5.2	3.6	5.6	8.5	4.9	4.7	4.4	5.1		5.7	4.1	2.7	5.1	9.7	
94117	40	17	10	6	7	1	17	16	6	31	9	17	23	-	26	14	6	15	5	
	6.6	7.8	6.6	9.2	4.0	1.3	5.6	9.0	12.8	8.4	3.8	5.4	7.8		9.8	4.1	8.0	12.7	6.9	
94118	35	9	12	3	11	3	18	14	-	23	11	20	15	-	15	20	5	7	3	
	5.7	4.1	7.9	4.6	6.3	3.9	5.9	7.9		6.2	4.7	6.3	5.1		5.7	5.8	6.7	5.9	4.2	
94121	19	5	8	1	5	2	11	4	2	8	11	9	10	-	5	14	1	1	3	
	3.1	2.3	5.3	1.5	2.9	2.6	3.6	2.2	4.3	2.2	4.7	2.9	3.4		1.9	4.1	1.3	0.8	4.2	
94122	46	13	12	6	15	6	19	17	4	36	10	24	22	-	24	22	4	13	7	
	7.6	6.0	7.9	9.2	8.6	7.8	6.2	9.6	8.5	9.7	4.2	7.6	7.5		9.1	6.4	5.3	11.0	9.7	
94123	10	2	5	-	3	2	6	2	-	9	1	9	1	-	7	3	2	2	3	
	1.6	0.9	3.3		1.7	2.6	2.0	1.1		2.4	0.4	2.9	0.3		2.6	0.9	2.7	1.7	4.2	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q28. FOR STATISTICAL PURPOSES ONLY, WHAT IS YOUR HOME ZIP CODE?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT		SERVICE			
		/WK	/WK	/WK											YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
94124	21	11	-	4	6	2	10	7	2	14	7	7	14	-	9	12	3	5	1	
	3.4	5.0		6.2	3.4	2.6	3.3	3.9	4.3	3.8	3.0	2.2	4.8		3.4	3.5	4.0	4.2	1.4	
94127	14	8	3	1	2	4	6	3	1	9	5	10	4	-	6	8	3	3	-	
	2.3	3.7	2.0	1.5	1.1	5.2	2.0	1.7	2.1	2.4	2.1	3.2	1.4		2.3	2.3	4.0	2.5		
94129	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	
	0.2	0.5					0.3			0.3			0.3		0.4				1.4	
94130	1	1	-	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-	-	
	0.2	0.5					0.3				0.4	0.3				0.3				
94131	20	4	3	1	12	2	12	6	-	15	5	16	4	-	13	7	4	8	1	
	3.3	1.8	2.0	1.5	6.9	2.6	3.9	3.4		4.1	2.1	5.1	1.4		4.9	2.0	5.3	6.8	1.4	
94132	15	6	2	-	7	2	5	6	2	11	4	5	10	-	5	10	1	-	4	
	2.5	2.8	1.3		4.0	2.6	1.6	3.4	4.3	3.0	1.7	1.6	3.4		1.9	2.9	1.3		5.6	
94133	13	2	2	2	7	2	9	2	-	6	7	8	5	-	4	9	1	2	1	
	2.1	0.9	1.3	3.1	4.0	2.6	3.0	1.1		1.6	3.0	2.5	1.7		1.5	2.6	1.3	1.7	1.4	
94134	24	12	3	2	7	4	15	2	2	13	11	12	12	-	7	17	2	2	3	
	3.9	5.5	2.0	3.1	4.0	5.2	4.9	1.1	4.3	3.5	4.7	3.8	4.1		2.6	4.9	2.7	1.7	4.2	
94158	5	4	-	1	-	-	4	1	-	5	-	3	2	-	2	3	-	2	-	
	0.8	1.8		1.5			1.3	0.6		1.4		1.0	0.7		0.8	0.9		1.7		
REFUSED	7	2	2	1	2	-	4	1	2	3	4	5	2	-	4	3	2	1	1	
	1.1	0.9	1.3	1.5	1.1		1.3	0.6	4.3	0.8	1.7	1.6	0.7		1.5	0.9	2.7	0.8	1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q29 FOR HOW LONG HAVE YOU LIVED IN SAN FRANCISCO?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK	LESS															
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
LESS THAN A YEAR [0.5]	7	3	2	1	1	3	3	-	1	4	3	1	6	-	3	4	2	-	1	
	1.1	1.4	1.3	1.5	0.6	3.9	1.0		2.1	1.1	1.3	0.3	2.0		1.1	1.2	2.7		1.4	
1 - 5 YEARS [2.5]	82	24	23	5	30	10	46	20	6	49	33	45	37	-	54	28	17	26	11	
	13.5	11.0	15.2	7.7	17.1	13.0	15.1	11.2	12.8	13.2	14.0	14.3	12.6		20.4	8.1	22.7	22.0	15.3	
6 - 10 YEARS [8.5]	86	30	21	8	27	10	42	22	12	47	37	46	40	-	40	46	16	16	8	
	14.1	13.8	13.9	12.3	15.4	13.0	13.8	12.4	25.5	12.7	15.7	14.6	13.6		15.1	13.4	21.3	13.6	11.1	
11 - 15 YEARS [13.5]	61	22	16	9	14	6	25	25	5	35	25	37	24	-	29	32	4	17	8	
	10.0	10.1	10.6	13.8	8.0	7.8	8.2	14.0	10.6	9.5	10.6	11.7	8.2		10.9	9.3	5.3	14.4	11.1	
16 YEARS OR MORE [20]	370	139	88	41	102	48	186	111	23	235	135	186	184	-	138	232	36	58	44	
	60.8	63.8	58.3	63.1	58.3	62.3	61.0	62.4	48.9	63.5	57.2	59.0	62.6		52.1	67.4	48.0	49.2	61.1	
REFUSED	3	-	1	1	1	-	3	-	-	-	3	-	3	-	1	2	-	1	-	
	0.5		0.7	1.5	0.6		1.0				1.3		1.0		0.4	0.6		0.8		
AVERAGE TENURE (IN YEARS)	15.3	15.8	14.9	16.2	14.6	15.6	15.1	15.7	14.0	15.6	14.9	15.0	15.6	-	13.9	16.4	13.0	13.6	15.3	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	438	181	97	45	115	57	208	133	39	287	149	235	203	-	199	239	57	88	54	
	71.9	83.0	64.2	69.2	65.7	74.0	68.2	74.7	83.0	77.6	63.1	74.6	69.0		75.1	69.5	76.0	74.6	75.0	
WORK OUTSIDE OF SAN FRANCISCO	71	15	13	7	36	7	35	25	4	45	25	35	36	-	47	24	17	23	7	
	11.7	6.9	8.6	10.8	20.6	9.1	11.5	14.0	8.5	12.2	10.6	11.1	12.2		17.7	7.0	22.7	19.5	9.7	
DO NOT WORK	100	22	41	13	24	13	62	20	4	38	62	45	55	-	19	81	1	7	11	
	16.4	10.1	27.2	20.0	13.7	16.9	20.3	11.2	8.5	10.3	26.3	14.3	18.7		7.2	23.5	1.3	5.9	15.3	
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q31 WHAT ETHNIC GROUP DO YOU CONSIDER YOURSELF A MEMBER OF?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	306	93	75	34	104	38	163	84	19	211	93	170	136	-	152	154	40	74	38
	50.2	42.7	49.7	52.3	59.4	49.4	53.4	47.2	40.4	57.0	39.4	54.0	46.3		57.4	44.8	53.3	62.7	52.8
ASIAN	138	48	33	16	41	13	72	45	8	63	75	62	76	-	51	87	21	15	15
	22.7	22.0	21.9	24.6	23.4	16.9	23.6	25.3	17.0	17.0	31.8	19.7	25.9		19.2	25.3	28.0	12.7	20.8
HISPANIC/LATINO	73	35	18	7	13	15	26	23	9	34	38	37	36	-	27	46	8	10	9
	12.0	16.1	11.9	10.8	7.4	19.5	8.5	12.9	19.1	9.2	16.1	11.7	12.2		10.2	13.4	10.7	8.5	12.5
BLACK/AFRICAN AMERICAN	29	16	6	2	5	3	15	8	3	23	6	10	19	-	10	19	-	5	5
	4.8	7.3	4.0	3.1	2.9	3.9	4.9	4.5	6.4	6.2	2.5	3.2	6.5		3.8	5.5		4.2	6.9
NATIVE HAWAIIAN/PACIFIC ISLANDER	10	4	4	1	1	2	5	2	1	6	4	3	7	-	4	6	1	2	1
	1.6	1.8	2.6	1.5	0.6	2.6	1.6	1.1	2.1	1.6	1.7	1.0	2.4		1.5	1.7	1.3	1.7	1.4
MIDDLE EASTERN	7	6	-	1	-	2	2	2	1	5	2	5	2	-	5	2	2	3	-
	1.1	2.8		1.5		2.6	0.7	1.1	2.1	1.4	0.8	1.6	0.7		1.9	0.6	2.7	2.5	
AMERICAN INDIAN/ALASKA NATIVE	3	2	-	-	1	1	1	-	1	2	1	2	1	-	-	3	-	-	-
	0.5	0.9			0.6	1.3	0.3		2.1	0.5	0.4	0.6	0.3		0.9				
MIXED (UNSPECIFIED)	3	2	-	1	-	-	1	1	1	2	1	2	1	-	1	2	1	-	-
	0.5	0.9		1.5			0.3	0.6	2.1	0.5	0.4	0.6	0.3		0.4	0.6	1.3		
EAST INDIAN/PAKISTANI	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-
	0.2		0.7				0.3			0.3		0.3			0.4			0.8	
OTHER	2	1	-	-	1	-	-	2	-	1	1	1	1	-	-	2	-	-	-
	0.3	0.5			0.6			1.1		0.3	0.4	0.3	0.3		0.6				
REFUSED	37	11	14	3	9	3	19	11	4	22	15	22	15	-	14	23	2	8	4
	6.1	5.0	9.3	4.6	5.1	3.9	6.2	6.2	8.5	5.9	6.4	7.0	5.1		5.3	6.7	2.7	6.8	5.6

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q32 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	481	166	115	52	148	58	241	143	37	329	149	257	224	-	230	251	66	106	58
	79.0	76.1	76.2	80.0	84.6	75.3	79.0	80.3	78.7	88.9	63.1	81.6	76.2		86.8	73.0	88.0	89.8	80.6
CANTONESE	49	15	16	4	14	1	31	15	2	13	36	21	28	-	4	45	2	-	2
	8.0	6.9	10.6	6.2	8.0	1.3	10.2	8.4	4.3	3.5	15.3	6.7	9.5		1.5	13.1	2.7		2.8
SPANISH	40	21	11	3	5	11	13	9	7	12	28	19	21	-	11	29	3	3	5
	6.6	9.6	7.3	4.6	2.9	14.3	4.3	5.1	14.9	3.2	11.9	6.0	7.1		4.2	8.4	4.0	2.5	6.9
TAGALOG	7	2	2	2	1	1	5	1	-	1	6	1	6	-	3	4	-	3	-
	1.1	0.9	1.3	3.1	0.6	1.3	1.6	0.6		0.3	2.5	0.3	2.0		1.1	1.2		2.5	
MANDARIN	6	4	-	1	1	1	4	1	-	4	2	3	3	-	2	4	1	-	1
	1.0	1.8		1.5	0.6	1.3	1.3	0.6		1.1	0.8	1.0	1.0		0.8	1.2	1.3		1.4
CHINESE (UNSPECIFIED)	4	-	-	1	3	-	2	2	-	3	1	3	1	-	3	1	-	1	2
	0.7			1.5	1.7		0.7	1.1		0.8	0.4	1.0	0.3		1.1	0.3		0.8	2.8
THAI	2	1	1	-	-	-	2	-	-	1	1	1	1	-	2	-	1	1	-
	0.3	0.5	0.7				0.7			0.3	0.4	0.3	0.3		0.8		1.3	0.8	
VIETNAMESE	2	1	1	-	-	-	1	1	-	-	2	-	2	-	-	2	-	-	-
	0.3	0.5	0.7				0.3	0.6			0.8		0.7			0.6			
BURMESE	1	-	1	-	-	-	1	-	-	-	1	1	-	-	1	-	1	-	-
	0.2		0.7				0.3				0.4	0.3			0.4		1.3		
ETHIOPIAN	1	1	-	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	1
	0.2	0.5				1.3					0.4	0.3			0.4				1.4
FARSI	1	1	-	-	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-
	0.2	0.5						0.6		0.3		0.3			0.4			0.8	
INDONESIAN	1	1	-	-	-	-	-	1	-	-	1	1	-	-	-	1	-	-	-
	0.2	0.5						0.6			0.4	0.3				0.3			
JAPANESE	1	-	1	-	-	-	-	1	-	-	1	1	-	-	1	-	-	1	-
	0.2		0.7					0.6			0.4	0.3			0.4			0.8	
KOREAN	1	-	-	-	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1
	0.2				0.6	1.3				0.3			0.3		0.4				1.4
LAOTIAN	1	-	1	-	-	-	1	-	-	-	1	1	-	-	1	-	-	-	1
	0.2		0.7				0.3				0.4	0.3			0.4				1.4
NEPALI	1	1	-	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-
	0.2	0.5				1.3				0.3		0.3				0.3			
PUNJABI	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	1	-	-	-
	0.2	0.5						0.6		0.3			0.3			0.3			

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q32 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+	SEV.	ONCE	3X/MO	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	TIMES	/WK	OR		LESS	POOR	NO/DK		AS MUNI ALT		SERVICE							
RUSSIAN	1 0.2	-	-	1 1.5	-	1 1.3	-	-	-	-	1 0.4	1 0.3	-	-	1 0.4	-	1 1.3	-	-	
SAMOAN	1 0.2	1 0.5	-	-	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	-	-	1 0.3	-	-	-	
SWEDISH	1 0.2	-	-	-	1 0.6	-	1 0.3	-	-	-	1 0.4	-	1 0.3	-	-	1 0.3	-	-	-	
TIBETAN	1 0.2	-	1 0.7	-	-	-	1 0.3	-	-	-	1 0.4	-	1 0.3	-	1 0.4	-	-	1 0.8	-	
OTHER (UNSPECIFIED)	1 0.2	-	1 0.7	-	-	1 1.3	-	-	-	-	1 0.4	-	1 0.3	-	-	1 0.3	-	-	-	
AMERICAN SIGN LANGUAGE	1 0.2	1 0.5	-	-	-	-	-	-	1 2.1	1 0.3	-	-	1 0.3	-	1 0.4	-	-	-	1 1.4	
REFUSED	3 0.5	1 0.5	-	1 1.5	1 0.6	-	1 0.3	2 1.1	-	1 0.3	2 0.8	2 0.6	1 0.3	-	1 0.4	2 0.6	-	1 0.8	-	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33 WHAT IS YOUR APPROXIMATE AGE?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES					
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
18 TO 24 YEARS OLD (21)	42	16	12	1	13	6	20	9	7	27	15	21	21	-	20	22	7	4	9	
	6.9	7.3	7.9	1.5	7.4	7.8	6.6	5.1	14.9	7.3	6.4	6.7	7.1	7.5	6.4	9.3	3.4	12.5		
25 TO 34 YEARS OLD (29.5)	117	43	25	7	42	15	50	40	12	75	42	66	51	-	71	46	28	27	16	
	19.2	19.7	16.6	10.8	24.0	19.5	16.4	22.5	25.5	20.3	17.8	21.0	17.3	26.8	13.4	37.3	22.9	22.2		
35 TO 44 YEARS OLD (39.5)	133	60	26	12	35	14	66	40	12	89	42	72	61	-	75	58	25	37	13	
	21.8	27.5	17.2	18.5	20.0	18.2	21.6	22.5	25.5	24.1	17.8	22.9	20.7	28.3	16.9	33.3	31.4	18.1		
45 TO 54 YEARS OLD (49.5)	111	35	23	23	30	10	52	41	7	70	40	58	53	-	40	71	6	26	8	
	18.2	16.1	15.2	35.4	17.1	13.0	17.0	23.0	14.9	18.9	16.9	18.4	18.0	15.1	20.6	8.0	22.0	11.1		
55 TO 64 YEARS OLD (59.5)	95	38	27	6	24	11	57	23	4	58	37	49	46	-	34	61	5	17	12	
	15.6	17.4	17.9	9.2	13.7	14.3	18.7	12.9	8.5	15.7	15.7	15.6	15.6	12.8	17.7	6.7	14.4	16.7		
65 YEARS OR OLDER (72)	101	22	37	14	28	20	55	22	4	46	55	46	55	-	22	79	3	6	13	
	16.6	10.1	24.5	21.5	16.0	26.0	18.0	12.4	8.5	12.4	23.3	14.6	18.7	8.3	23.0	4.0	5.1	18.1		
BLANK	10	4	1	2	3	1	5	3	1	5	5	3	7	-	3	7	1	1	1	
	1.6	1.8	0.7	3.1	1.7	1.3	1.6	1.7	2.1	1.4	2.1	1.0	2.4	1.1	2.0	1.3	0.8	1.4		
AVERAGE (MEAN) AGE (IN YEARS)	46.8	44.6	49.5	50.9	45.5	48.8	48.1	45.3	40.2	45.3	49.2	45.9	47.6	-	42.2	50.3	37.4	43.4	45.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
		/WK	/WK	/WK											YES	NO				
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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 UNDER \$10,000 [\$5,000]	11	6	5	-	-	2	5	2	1	8	3	5	6	-	2	9	-	1	1	
	1.8	2.8	3.3			2.6	1.6	1.1	2.1	2.2	1.3	1.6	2.0	0.8	2.6		0.8	1.4		
2 \$10,000 - \$24,999 [\$17,499.5]	54	25	18	4	7	6	30	13	5	23	31	26	28	-	12	42	1	8	3	
	8.9	11.5	11.9	6.2	4.0	7.8	9.8	7.3	10.6	6.2	13.1	8.3	9.5	4.5	12.2	1.3	6.8	4.2		
3 \$25,000 - \$34,999 [\$29,999.5]	49	25	10	4	10	7	28	7	6	30	19	24	25	-	13	36	4	6	3	
	8.0	11.5	6.6	6.2	5.7	9.1	9.2	3.9	12.8	8.1	8.1	7.6	8.5	4.9	10.5	5.3	5.1	4.2		
4 \$35,000 - \$39,999 [\$37,499.5]	19	9	6	1	3	3	10	5	1	10	9	8	11	-	9	10	1	7	1	
	3.1	4.1	4.0	1.5	1.7	3.9	3.3	2.8	2.1	2.7	3.8	2.5	3.7	3.4	2.9	1.3	5.9	1.4		
5 \$40,000 - \$49,999 [\$44,999.5]	24	11	6	-	7	5	13	3	3	15	9	14	10	-	7	17	1	2	4	
	3.9	5.0	4.0		4.0	6.5	4.3	1.7	6.4	4.1	3.8	4.4	3.4	2.6	4.9	1.3	1.7	5.6		
6 \$50,000 - \$59,999 [\$54,999.5]	39	17	7	5	10	6	21	9	3	22	17	18	21	-	16	23	5	5	6	
	6.4	7.8	4.6	7.7	5.7	7.8	6.9	5.1	6.4	5.9	7.2	5.7	7.1	6.0	6.7	6.7	4.2	8.3		
7 \$60,000 - \$74,999 [\$67,499.5]	47	21	9	5	12	7	19	19	2	34	13	26	21	-	19	28	5	7	7	
	7.7	9.6	6.0	7.7	6.9	9.1	6.2	10.7	4.3	9.2	5.5	8.3	7.1	7.2	8.1	6.7	5.9	9.7		
8 \$75,000 - \$99,999 [\$87,499.5]	46	11	9	8	18	9	21	13	3	34	12	22	24	-	19	27	4	10	5	
	7.6	5.0	6.0	12.3	10.3	11.7	6.9	7.3	6.4	9.2	5.1	7.0	8.2	7.2	7.8	5.3	8.5	6.9		
9 \$100,000 - \$149,999 [\$124,999.5]	92	28	23	9	32	12	45	29	6	61	29	46	46	-	53	39	22	17	14	
	15.1	12.8	15.2	13.8	18.3	15.6	14.8	16.3	12.8	16.5	12.3	14.6	15.6	20.0	11.3	29.3	14.4	19.4		
10 \$150,000 - \$199,999 [\$174,999.5]	46	9	11	10	16	6	21	18	1	31	15	33	13	-	26	20	9	12	5	
	7.6	4.1	7.3	15.4	9.1	7.8	6.9	10.1	2.1	8.4	6.4	10.5	4.4	9.8	5.8	12.0	10.2	6.9		
11 \$200,000 OR MORE [\$250,000]	99	30	23	10	36	7	50	34	8	60	38	56	43	-	58	41	17	29	12	
	16.3	13.8	15.2	15.4	20.6	9.1	16.4	19.1	17.0	16.2	16.1	17.8	14.6	21.9	11.9	22.7	24.6	16.7		
REFUSED	83	26	24	9	24	7	42	26	8	42	41	37	46	-	31	52	6	14	11	
	13.6	11.9	15.9	13.8	13.7	9.1	13.8	14.6	17.0	11.4	17.4	11.7	15.6	11.7	15.1	8.0	11.9	15.3		
AVERAGE HOUSEHOLD INCOME	110085.2	93437.1	106023.2	123481.7	129701.6	93606.7	108079.5	124736.5	100832.9	112568.2	105038.1	116276.6	103144.8	-	131463.3	92953.4	141412.7	132451.6	118524.2	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY
 Q35A. IN TOTAL, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	145	55	44	11	35	20	71	40	13	93	52	75	70	-	63	82	17	31	15
	23.8	25.2	29.1	16.9	20.0	26.0	23.3	22.5	27.7	25.1	22.0	23.8	23.8	23.8	23.8	23.8	22.7	26.3	20.8
2 PEOPLE	194	53	51	25	65	26	102	52	13	118	75	100	94	-	82	112	23	38	21
	31.9	24.3	33.8	38.5	37.1	33.8	33.4	29.2	27.7	31.9	31.8	31.7	32.0	30.9	32.6	30.7	32.2	29.2	
3 PEOPLE	123	46	20	14	43	16	61	39	7	85	37	70	53	-	57	66	18	23	16
	20.2	21.1	13.2	21.5	24.6	20.8	20.0	21.9	14.9	23.0	15.7	22.2	18.0	21.5	19.2	24.0	19.5	22.2	
4 PEOPLE	78	37	17	8	16	7	39	25	7	46	31	39	39	-	41	37	13	14	14
	12.8	17.0	11.3	12.3	9.1	9.1	12.8	14.0	14.9	12.4	13.1	12.4	13.3	15.5	10.8	17.3	11.9	19.4	
5 PEOPLE	30	10	10	2	8	4	13	9	4	14	16	12	18	-	12	18	3	5	4
	4.9	4.6	6.6	3.1	4.6	5.2	4.3	5.1	8.5	3.8	6.8	3.8	6.1	4.5	5.2	4.0	4.2	5.6	
6-9 PEOPLE	15	8	1	3	3	2	9	4	-	8	7	9	6	-	3	12	-	2	1
	2.5	3.7	0.7	4.6	1.7	2.6	3.0	2.2	-	2.2	3.0	2.9	2.0	1.1	3.5	-	1.7	1.4	
10 OR MORE PEOPLE	2	1	1	-	-	-	-	1	1	-	2	1	1	-	1	1	-	1	-
	0.3	0.5	0.7	-	-	-	-	0.6	2.1	-	0.8	0.3	0.3	0.4	0.3	-	0.8	-	
DON'T KNOW/REFUSED	22	8	7	2	5	2	10	8	2	6	16	9	13	-	6	16	1	4	1
	3.6	3.7	4.6	3.1	2.9	2.6	3.3	4.5	4.3	1.6	6.8	2.9	4.4	2.3	4.7	1.3	3.4	1.4	
MEAN (NUMBER OF PEOPLE)	2.53	2.69	2.37	2.59	2.45	2.41	2.51	2.59	2.67	2.45	2.66	2.52	2.54	-	2.53	2.53	2.49	2.49	2.63

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q35B. AND HOW MANY ARE UNDER AGE 18?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS										YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
BASE - 2 OR MORE PEOPLE IN HOUSEHOLD	442	155	100	52	135	55	224	130	32	271	168	231	211	-	196	246	57	83	56	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	308	99	72	37	100	41	156	88	22	189	118	170	138	-	134	174	41	55	38	
	69.7	63.9	72.0	71.2	74.1	74.5	69.6	67.7	68.8	69.7	70.2	73.6	65.4		68.4	70.7	71.9	66.3	67.9	
1 CHILD	70	29	16	7	18	6	37	22	5	50	19	32	38	-	35	35	10	16	9	
	15.8	18.7	16.0	13.5	13.3	10.9	16.5	16.9	15.6	18.5	11.3	13.9	18.0		17.9	14.2	17.5	19.3	16.1	
2 CHILDREN	45	19	9	5	12	6	20	15	4	23	21	21	24	-	20	25	5	9	6	
	10.2	12.3	9.0	9.6	8.9	10.9	8.9	11.5	12.5	8.5	12.5	9.1	11.4		10.2	10.2	8.8	10.8	10.7	
3 CHILDREN	14	4	2	3	5	1	9	4	-	6	8	6	8	-	5	9	1	1	3	
	3.2	2.6	2.0	5.8	3.7	1.8	4.0	3.1		2.2	4.8	2.6	3.8		2.6	3.7	1.8	1.2	5.4	
4 OR MORE CHILDREN	5	4	1	-	-	1	2	1	1	3	2	2	3	-	2	3	-	2	-	
	1.1	2.6	1.0			1.8	0.9	0.8	3.1	1.1	1.2	0.9	1.4		1.0	1.2		2.4		
MEAN (NUMBER OF CHILDREN)	0.5	0.7	0.5	0.5	0.4	0.5	0.5	0.5	0.7	0.5	0.6	0.5	0.6	-	0.5	0.5	0.4	0.6	0.5	

2018 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?

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED -----		GENDER -----			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT -----	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	71	25	23	8	15	9	38	20	4	32	38	36	35	-	16	55	5	8	3	
	11.7	11.5	15.2	12.3	8.6	11.7	12.5	11.2	8.5	8.6	16.1	11.4	11.9		6.0	16.0	6.7	6.8	4.2	
NO	529	191	125	56	157	68	262	155	42	335	192	276	253	-	244	285	69	108	67	
	86.9	87.6	82.8	86.2	89.7	88.3	85.9	87.1	89.4	90.5	81.4	87.6	86.1		92.1	82.8	92.0	91.5	93.1	
DON'T KNOW	1	1	-	-	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	
	0.2	0.5						0.6			0.4		0.3		0.4				1.4	
REFUSED	8	1	3	1	3	-	5	2	1	3	5	3	5	-	4	4	1	2	1	
	1.3	0.5	2.0	1.5	1.7		1.6	1.1	2.1	0.8	2.1	1.0	1.7		1.5	1.2	1.3	1.7	1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q37. GENDER

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.					VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT		SERVICE			
		/WK	/WK	/WK											YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	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	315	105	82	32	96	43	153	96	22	196	119	315	-	-	140	175	41	60	39	
	51.7	48.2	54.3	49.2	54.9	55.8	50.2	53.9	46.8	53.0	50.4	100.0	-	-	52.8	50.9	54.7	50.8	54.2	
FEMALE	294	113	69	33	79	34	152	82	25	174	117	-	294	-	125	169	34	58	33	
	48.3	51.8	45.7	50.8	45.1	44.2	49.8	46.1	53.2	47.0	49.6	-	100.0	-	47.2	49.1	45.3	49.2	45.8	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q38 FINALLY, WHAT IS ONE THING MUNI COULD DO TO GET YOU TO RIDE MORE OFTEN?

	HOW OFTEN RIDE MUNI									VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		GENDER			AS MUNI ALT		SERVICE			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
BASE - PROVIDED A RESPONSE	330	10	119	56	145	40	164	102	23	208	119	179	151	-	153	177	53	70	30
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
BETTER ON-TIME PERFORMANCE/ PREDICTABILITY	29	-	7	6	16	1	10	13	5	21	8	15	14	-	20	9	8	8	4
	8.8		5.9	10.7	11.0	2.5	6.1	12.7	21.7	10.1	6.7	8.4	9.3		13.1	5.1	15.1	11.4	13.3
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	5	-	2	1	2	-	1	2	2	4	1	1	4	-	1	4	1	-	-
	1.5		1.7	1.8	1.4		0.6	2.0	8.7	1.9	0.8	0.6	2.6		0.7	2.3	1.9		
MORE FREQUENT SERVICES/MORE BUSES FOR LESS WAIT TIME/EXPRESS ROUTES	60	-	28	7	25	6	29	20	5	37	22	32	28	-	29	31	7	15	7
	18.2		23.5	12.5	17.2	15.0	17.7	19.6	21.7	17.8	18.5	17.9	18.5		19.0	17.5	13.2	21.4	23.3
BETTER SERVICE RELIABILITY (FEWER BREAKDOWNS, DELAYS, ETC.)	24	-	7	1	16	-	8	14	2	19	5	12	12	-	15	9	7	6	2
	7.3		5.9	1.8	11.0		4.9	13.7	8.7	9.1	4.2	6.7	7.9		9.8	5.1	13.2	8.6	6.7
ELIMINATE OVERCROWDING/MORE CARS/BUS FOR CROWDING	16	-	9	1	6	2	6	6	2	10	5	8	8	-	5	11	1	3	1
	4.8		7.6	1.8	4.1	5.0	3.7	5.9	8.7	4.8	4.2	4.5	5.3		3.3	6.2	1.9	4.3	3.3
FASTER TRAVEL TIME	21	-	6	3	12	1	15	4	1	12	9	11	10	-	17	4	8	7	2
	6.4		5.0	5.4	8.3	2.5	9.1	3.9	4.3	5.8	7.6	6.1	6.6		11.1	2.3	15.1	10.0	6.7
MORE METRO/UNDERGROUND ROUTES	11	3	2	2	4	2	2	5	1	7	4	9	2	-	4	7	2	2	-
	3.3	30.0	1.7	3.6	2.8	5.0	1.2	4.9	4.3	3.4	3.4	5.0	1.3		2.6	4.0	3.8	2.9	
EXTEND HOURS (LATE NIGHT/EARLY MORNING)	11	-	6	-	5	1	6	3	1	5	6	7	4	-	7	4	3	4	-
	3.3		5.0		3.4	2.5	3.7	2.9	4.3	2.4	5.0	3.9	2.6		4.6	2.3	5.7	5.7	
EXTEND/KEEP/RETURN/ADD ROUTES/LINES	18	2	4	2	10	4	10	3	1	11	7	7	11	-	6	12	2	2	2
	5.5	20.0	3.4	3.6	6.9	10.0	6.1	2.9	4.3	5.3	5.9	3.9	7.3		3.9	6.8	3.8	2.9	6.7
MORE/LESS BUS STOPS	4	-	1	-	3	1	2	1	-	4	-	4	-	-	2	2	-	-	2
	1.2		0.8		2.1	2.5	1.2	1.0		1.9		2.2			1.3	1.1			6.7
IMPROVED/UPGRADED VEHICLES/EQUIPMENT/ ADD FEATURES/FIX TECH FAILURES	11	-	3	3	5	3	4	2	2	11	-	9	2	-	4	7	1	2	1
	3.3		2.5	5.4	3.4	7.5	2.4	2.0	8.7	5.3		5.0	1.3		2.6	4.0	1.9	2.9	3.3
IMPROVED/REDESIGNED SHELTERS/BUS STOPS/STATIONS/BETTER MAINTENANCE	7	-	1	3	3	-	4	2	1	5	2	2	5	-	2	5	1	-	1
	2.1		0.8	5.4	2.1		2.4	2.0	4.3	2.4	1.7	1.1	3.3		1.3	2.8	1.9		3.3
FIX ESCALATORS/ELEVATORS AT STATIONS	2	-	1	-	1	-	1	1	-	2	-	2	-	-	-	2	-	-	-
	0.6		0.8		0.7		0.6	1.0		1.0		1.1				1.1			
BETTER PASSENGER VEHICLE SAFETY (FROM INJURY)	5	-	3	-	2	-	3	2	-	3	2	1	4	-	2	3	1	1	-
	1.5		2.5		1.4		1.8	2.0		1.4	1.7	0.6	2.6		1.3	1.7	1.9	1.4	
BETTER SECURITY/SAFETY FROM CRIME (OTHER RIDERS SECURITY)	20	-	6	8	6	2	9	9	-	14	5	8	12	-	5	15	1	3	1
	6.1		5.0	14.3	4.1	5.0	5.5	8.8		6.7	4.2	4.5	7.9		3.3	8.5	1.9	4.3	3.3
BETTER DISABLED/SENIOR ACCESS	3	-	3	-	-	-	2	1	-	1	2	-	3	-	-	3	-	-	-
	0.9		2.5				1.2	1.0		0.5	1.7		2.0			1.7			
BETTER VEHICLE/STATION CLEANLINESS	26	-	7	7	12	3	10	10	3	16	10	10	16	-	16	10	8	4	4
	7.9		5.9	12.5	8.3	7.5	6.1	9.8	13.0	7.7	8.4	5.6	10.6		10.5	5.6	15.1	5.7	13.3

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q38 FINALLY, WHAT IS ONE THING MUNI COULD DO TO GET YOU TO RIDE MORE OFTEN?

	HOW OFTEN RIDE MUNI					RATING OF MUNI SVC.						VISITED		WOULD USE RIDE HAIL			USE RIDE HAIL			
	-----					-----						-----		-----			-----			
	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR		EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI ALT	AS MUNI ALT	AS MUNI ALT	ALWAYS	SOMETIMES	RARELY/ NEVER/DK
	TOTAL	/WK	/WK	/WK	LESS										YES	NO				
ACCURATE VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI – BUS STOPS, STATIONS, WEB SITE)	9	-	5	1	3	1	4	4	-	6	3	4	5	-	3	6	2	1	-	
	2.7		4.2	1.8	2.1	2.5	2.4	3.9		2.9	2.5	2.2	3.3		2.0	3.4	3.8	1.4		
CHEAPER FARES/LONGER TIME TRANSFERS/ OTHER FARE COMPLAINTS	45	1	16	10	18	5	28	9	3	35	10	28	17	-	19	26	8	6	5	
	13.6	10.0	13.4	17.9	12.4	12.5	17.1	8.8	13.0	16.8	8.4	15.6	11.3		12.4	14.7	15.1	8.6	16.7	
BETTER EMPLOYEE HELPFULNESS/ PROFESSIONALISM/DISCIPLINE/ADD SECURITY GUARD	14	1	6	3	4	1	4	6	3	12	2	6	8	-	10	4	4	4	2	
	4.2	10.0	5.0	5.4	2.8	2.5	2.4	5.9	13.0	5.8	1.7	3.4	5.3		6.5	2.3	7.5	5.7	6.7	
BETTER ENFORCEMENT (SENIOR/DISABLED SEATING, FARE EVASION, VANDALISM/ GRAFFITI, FOOD/DRINK/SMOKING)	8	1	3	1	3	-	5	3	-	3	5	4	4	-	1	7	1	-	-	
	2.4	10.0	2.5	1.8	2.1		3.0	2.9		1.4	4.2	2.2	2.6		0.7	4.0	1.9			
FEWER RUDE/ROWDY/HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES	13	2	4	1	6	1	4	6	2	8	5	5	8	-	5	8	2	3	-	
	3.9	20.0	3.4	1.8	4.1	2.5	2.4	5.9	8.7	3.8	4.2	2.8	5.3		3.3	4.5	3.8	4.3		
BETTER COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	7	-	2	2	3	-	6	1	-	3	4	4	3	-	4	3	-	2	2	
	2.1		1.7	3.6	2.1		3.7	1.0		1.4	3.4	2.2	2.0		2.6	1.7		2.9	6.7	
REDUCE THE IMPACT OF SYSTEM CONSTRUCTION/MAINTENANCE/REPAIRS ON RIDERS	10	-	6	-	4	2	5	2	1	6	4	7	3	-	2	8	-	-	2	
	3.0		5.0		2.8	5.0	3.0	2.0	4.3	2.9	3.4	3.9	2.0		1.3	4.5			6.7	
OTHER SYSTEMS (CONNECTIONS/COMPARING TO [OTHER PUBLIC TRANSIT, COUNTRIES, UBER/LYFT, DRIVING])	17	-	7	6	4	3	7	4	3	10	7	12	5	-	10	7	2	6	2	
	5.2		5.9	10.7	2.8	7.5	4.3	3.9	13.0	4.8	5.9	6.7	3.3		6.5	4.0	3.8	8.6	6.7	
DIRECT LINES/LESS OR BETTER CONNECTIONS/DOOR TO DOOR SERVICE (NOT ADDING MORE ROUTES)	22	-	5	5	12	5	11	5	1	14	8	15	7	-	13	9	6	6	1	
	6.7		4.2	8.9	8.3	12.5	6.7	4.9	4.3	6.7	6.7	8.4	4.6		8.5	5.1	11.3	8.6	3.3	
CITY/SFMTA BETTER PLANNING/BUDGET/PAY EMPLOYEES	6	-	2	1	3	2	2	2	-	5	1	5	1	-	4	2	1	3	-	
	1.8		1.7	1.8	2.1	5.0	1.2	2.0		2.4	0.8	2.8	0.7		2.6	1.1	1.9	4.3		
ALREADY RIDE IT AS MUCH AS I CAN	6	-	4	1	1	-	3	3	-	3	3	5	1	-	2	4	-	2	-	
	1.8		3.4	1.8	0.7		1.8	2.9		1.4	2.5	2.8	0.7		1.3	2.3		2.9		
OTHER COMMENT	7	-	2	1	4	2	4	1	-	3	4	4	3	-	3	4	1	2	-	
	2.1		1.7	1.8	2.8	5.0	2.4	1.0		1.4	3.4	2.2	2.0		2.0	2.3	1.9	2.9		
SATISFIED WITH SERVICE/OTHER POSITIVE COMMENT ONLY	5	-	2	-	3	2	3	-	-	2	3	3	2	-	1	4	-	-	1	
	1.5		1.7		2.1	5.0	1.8			1.0	2.5	1.7	1.3		0.7	2.3			3.3	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	HOW OFTEN RIDE MUNI -----					RATING OF MUNI SVC. -----					VISITED		GENDER			WOULD USE RIDE HAIL -----		USE RIDE HAIL -----		
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	AS MUNI	ALT	ALWAYS	SOMETIMES	RARELY/ NEVER/DK	
		/WK	/WK	/WK											YES	NO				
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	156	47	42	20	47	20	78	44	14	93	61	78	78	-	65	91	22	30	13	
	25.6	21.6	27.8	30.8	26.9	26.0	25.6	24.7	29.8	25.1	25.8	24.8	26.5		24.5	26.5	29.3	25.4	18.1	
ZONE 2	164	69	40	18	37	19	86	48	10	104	60	87	77	-	80	84	19	39	22	
	26.9	31.7	26.5	27.7	21.1	24.7	28.2	27.0	21.3	28.1	25.4	27.6	26.2		30.2	24.4	25.3	33.1	30.6	
ZONE 3	101	28	32	10	31	11	49	35	6	68	32	53	48	-	45	56	10	21	14	
	16.6	12.8	21.2	15.4	17.7	14.3	16.1	19.7	12.8	18.4	13.6	16.8	16.3		17.0	16.3	13.3	17.8	19.4	
ZONE 4	78	29	16	4	29	12	34	25	7	53	25	45	33	-	39	39	10	17	12	
	12.8	13.3	10.6	6.2	16.6	15.6	11.1	14.0	14.9	14.3	10.6	14.3	11.2		14.7	11.3	13.3	14.4	16.7	
ZONE 5	102	42	19	12	29	15	54	25	7	48	54	46	56	-	32	70	12	10	10	
	16.7	19.3	12.6	18.5	16.6	19.5	17.7	14.0	14.9	13.0	22.9	14.6	19.0		12.1	20.3	16.0	8.5	13.9	
REFUSED	8	3	2	1	2	-	4	1	3	4	4	6	2	-	4	4	2	1	1	
	1.3	1.4	1.3	1.5	1.1		1.3	0.6	6.4	1.1	1.7	1.9	0.7		1.5	1.2	2.7	0.8	1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	HOW OFTEN RIDE MUNI										VISITED		GENDER			WOULD USE RIDE HAIL		USE RIDE HAIL		
	TOTAL	5/+ DAYS				RATING OF MUNI SVC.				SFMTA.COM		AS MUNI ALT			SERVICE					
		SEV. TIMES	ONCE	3X/MO OR	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
		/WK	/WK	/WK																
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	562	199	133	63	167	72	274	169	45	365	194	298	264	-	263	299	75	118	70	
	92.3	91.3	88.1	96.9	95.4	93.5	89.8	94.9	95.7	98.6	82.2	94.6	89.8		99.2	86.9	100.0	100.0	97.2	
SPANISH	14	9	5	-	-	5	7	1	1	3	11	6	8	-	1	13	-	-	1	
	2.3	4.1	3.3			6.5	2.3	0.6	2.1	0.8	4.7	1.9	2.7		0.4	3.8			1.4	
CANTONESE	33	10	13	2	8	-	24	8	1	2	31	11	22	-	1	32	-	-	1	
	5.4	4.6	8.6	3.1	4.6		7.9	4.5	2.1	0.5	13.1	3.5	7.5		0.4	9.3			1.4	

2018 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LINE GROUP

	HOW OFTEN RIDE MUNI										VISITED			WOULD USE RIDE HAIL			USE RIDE HAIL			
	TOTAL	5/+ DAYS		SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.				SFMTA.COM		GENDER			AS MUNI ALT		SERVICE		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	NON-BNRY	YES	NO	ALWAYS	SOMETIMES	RARELY/NEVER/DK	
BASE - ALL RESPONDENTS	609	218	151	65	175	77	305	178	47	370	236	315	294	-	265	344	75	118	72	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
REGULAR BUS	269	110	70	27	62	32	146	73	18	158	110	129	140	-	110	159	25	50	35	
	44.2	50.5	46.4	41.5	35.4	41.6	47.9	41.0	38.3	42.7	46.6	41.0	47.6		41.5	46.2	33.3	42.4	48.6	
RAPID BUS	122	48	32	10	32	18	67	29	7	69	53	60	62	-	47	75	16	18	13	
	20.0	22.0	21.2	15.4	18.3	23.4	22.0	16.3	14.9	18.6	22.5	19.0	21.1		17.7	21.8	21.3	15.3	18.1	
RAPID RAIL	218	60	49	28	81	27	92	76	22	143	73	126	92	-	108	110	34	50	24	
	35.8	27.5	32.5	43.1	46.3	35.1	30.2	42.7	46.8	38.6	30.9	40.0	31.3		40.8	32.0	45.3	42.4	33.3	