

S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2016

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

prepared for

S.F. MUNICIPAL TRANSPORTATION AGENCY

compiled by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street, Penthouse North

San Francisco, CA 94108

EXECUTIVE SUMMARY

Ridership Survey 2016 - 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 543 interviews were conducted during the period July 5, 2016 to August 24, 2016. Interviews were conducted in English, Spanish, and Cantonese. The margin of error is +/-4.2%.

Some primary objectives of this survey include:

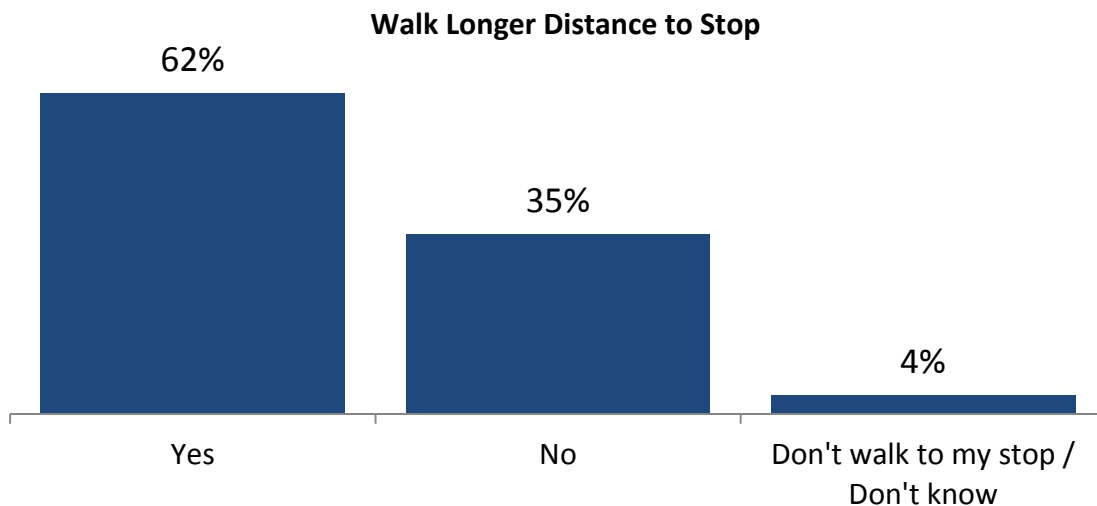
- Assess usage of Muni service
- Track trends in customer satisfaction
- Better understand key issues that drive overall customer satisfaction
- Identify barriers to using MUNI

KEY FINDINGS

USAGE OF MUNI

Most respondents are using Muni to commute to work (50%) . The same percentage of respondents (20%) are using Muni to travel to a recreation/entertainment or restaurant destination or conduct personal business.

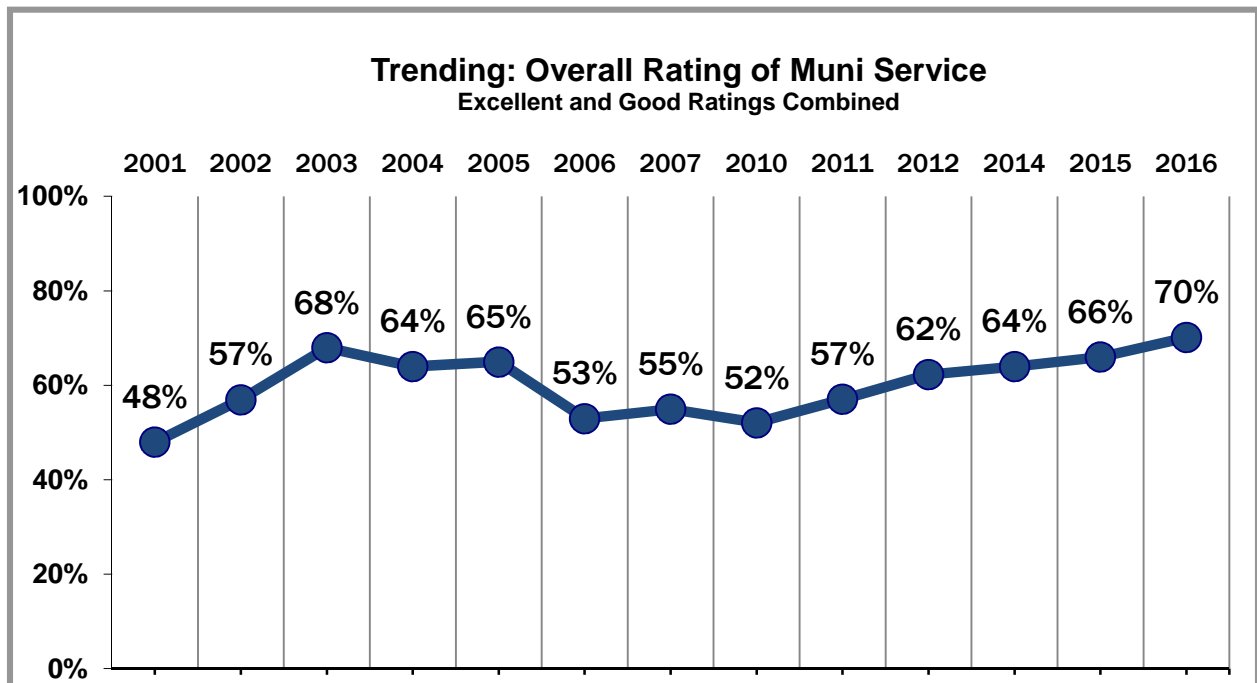
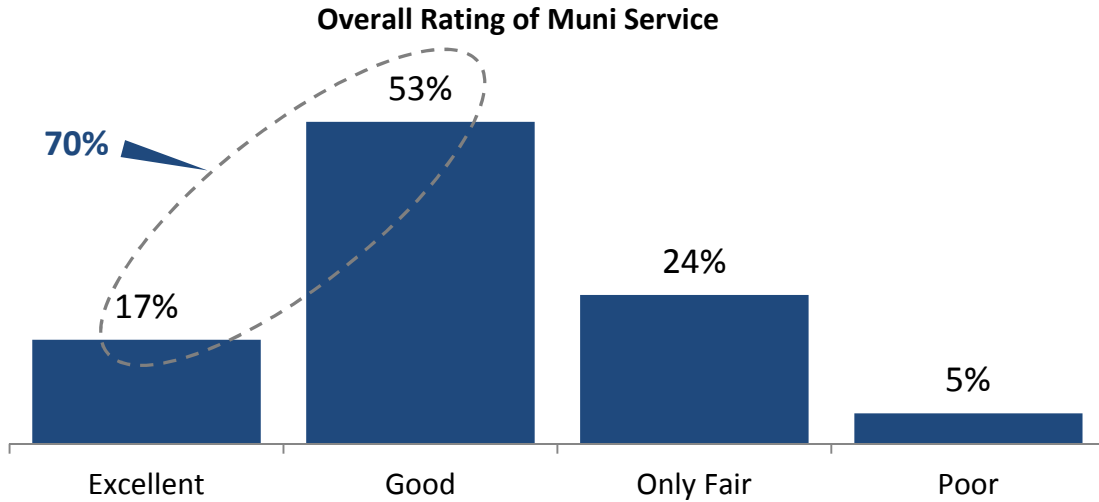
Nearly two-thirds (62%) indicate that they would consider walking a longer distance to their Muni stop if they knew it would reduce their overall travel time.



OVERALL RATING TREND

Over two-thirds of respondents (70%) rate Muni service as excellent or good.

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



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 about the same as Clipper users.

Satisfaction Rating by...	Excellent / Good	Fair	Poor
Total (all respondents) (n = 543)	70%	24%	5%
<u>Usage of Muni</u>			
5 or more days/week (n = 210).....	66%	26%	7%
Several times a week (n = 133)	73%	23%	5%
Once a week (n = 55).....	67%	31%	2%
Three months or less (n = 143)	75%	21%	3%
<u>Trip Purpose</u>			
Work / School (n = 329)	68%	24%	7%
Personal Business (n = 108)	67%	30%	4%
Other Purpose (n = 228)	72%	23%	4%
<u>Gender</u>			
Male (n = 267)	70%	26%	3%
Female (n = 157)	69%	23%	7%
<u>Payment Type</u>			
Clipper (n = 338).....	70%	26%	4%
Cash / Other (n = 203).....	71%	22%	6%

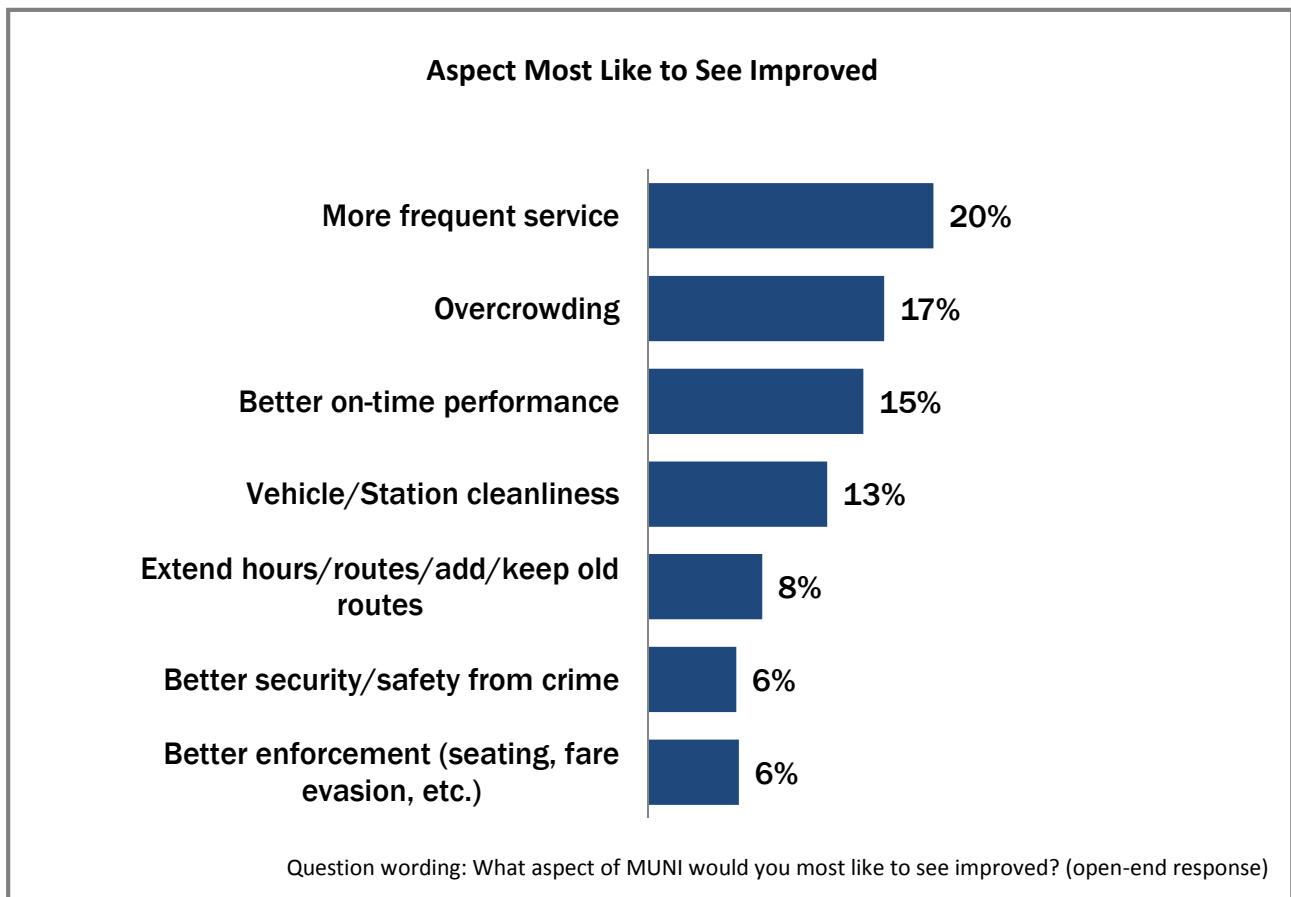
Note: More than one response was allowed for the trip purpose categories.

IMPROVING MUNI

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

- Service frequency is cited by 20% of respondents when asked for the single most important improvement. This is the same as last year.
- Overcrowding and on-time performance is also cited by a high share (17% and 15% respectively) of respondents.
- 3% of respondents indicated they were fully satisfied with Muni service and did not provide an improvement suggestion.

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



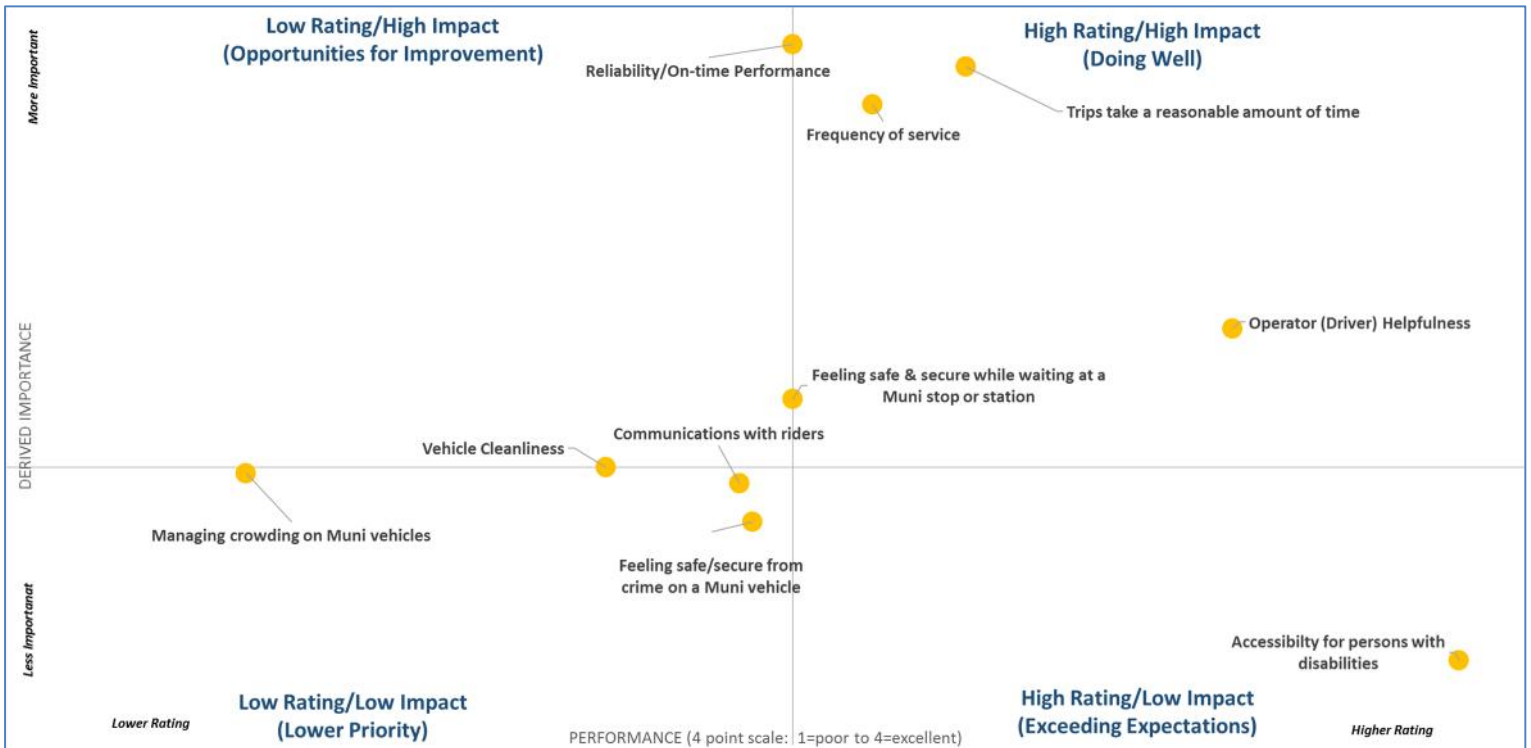
MUNI SERVICE ATTRIBUTES

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

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

- The three attributes which are shown as most important (e.g. most highly correlated with overall satisfaction) are on-time performance, frequency of service and trips take a reasonable amount of time.

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.

- Most attributes have remained the same or increased compared to 2015.

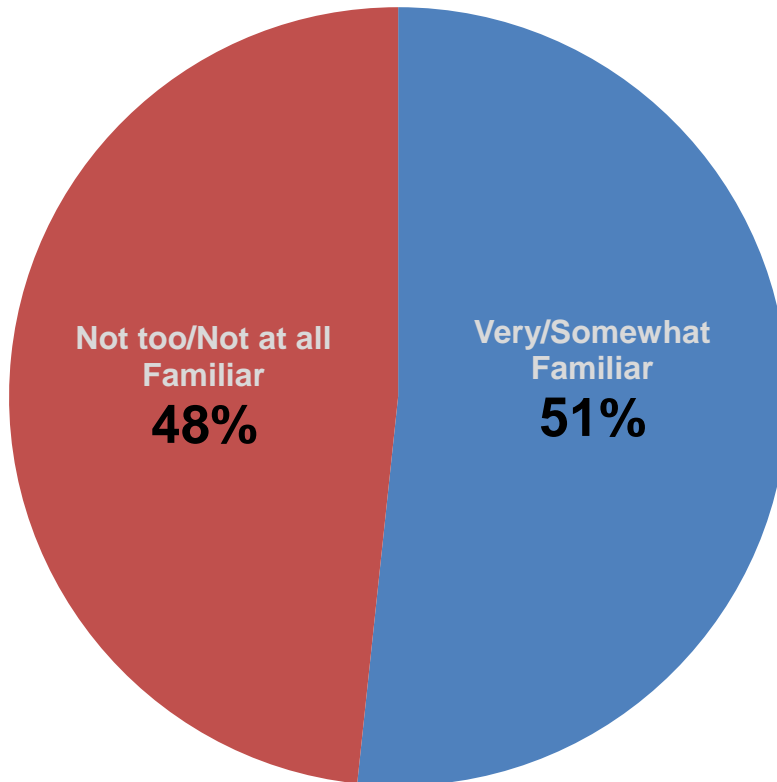
	(% saying <u>excellent</u> or <u>good</u>)				
	2016	2015	2014	2012	2011
Accessibility for persons with disabilities.....	75%	78%	79%	80%	81%
Operator (driver) helpfulness.....	71%	66%	67%	63%	60%
Trips take a reasonable amount of time.....	65%	66%	----- Not asked -----		
Feeling safe & secure waiting at a Muni stop.....	59%	59%	61%	62%	60%
Frequency of service^.....	58%	57%	55%	50%	45%
Reliability/On-time performance.....	56%	52%	50%	----- Not asked -----	
Feeling safe & secure from crime on a Muni vehicle	55%	54%	60%	57%	55%
Communication with riders.....	55%	48%	49%	50%	46%
Vehicle cleanliness.....	51%	43%	49%	43%	42%
Managing crowding on Muni vehicles.....	35%	32%	31%	----- Not asked -----	

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

SFMTA RESPONSIBILITIES

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

Familiar with SFMTA and its Responsibilities

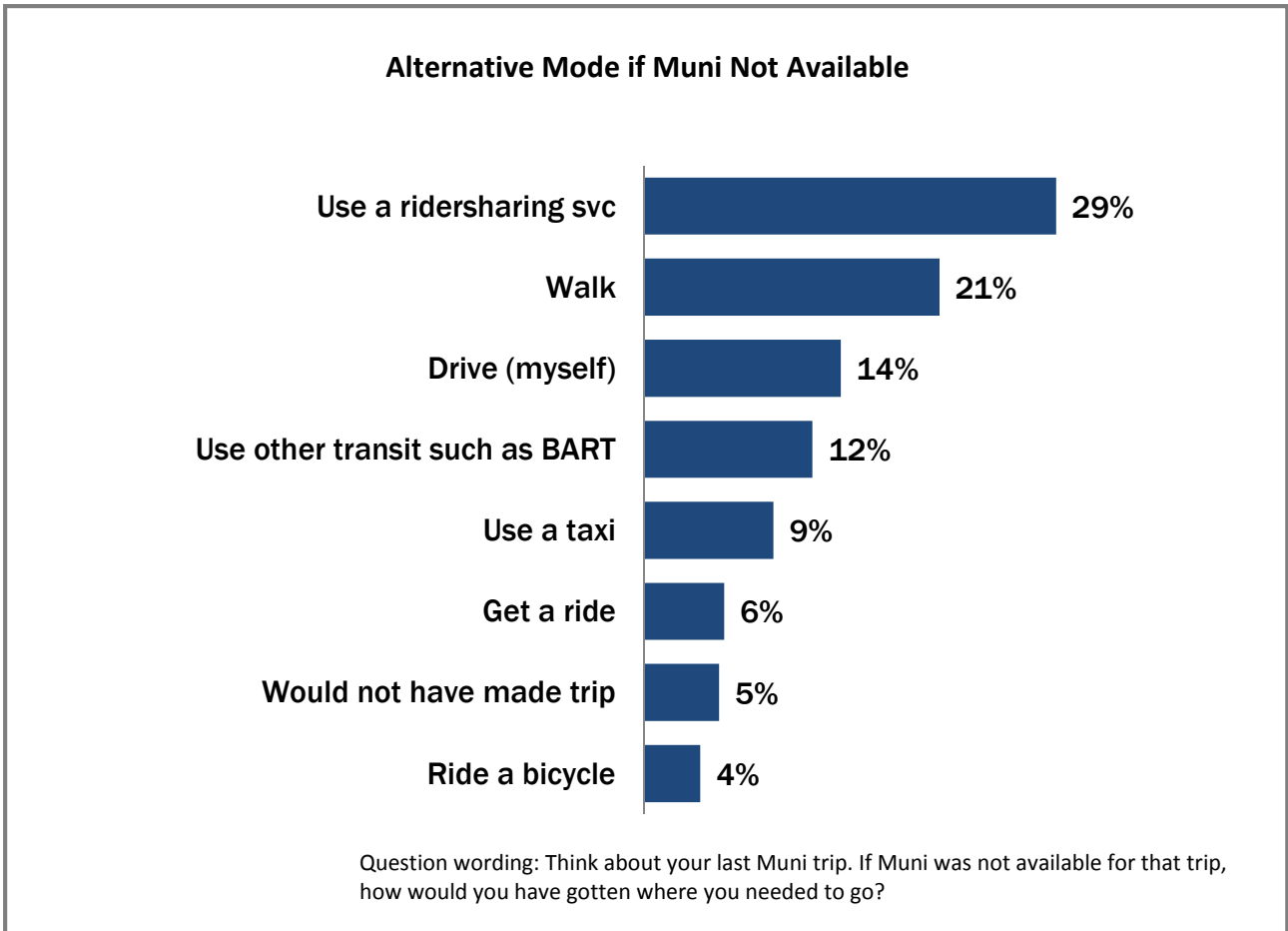


Alternative Mode if Muni Not Available

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

- Use a ridesharing service such as Uber or Lyft (29%)
- Walk (21%)
- Drive (14%)

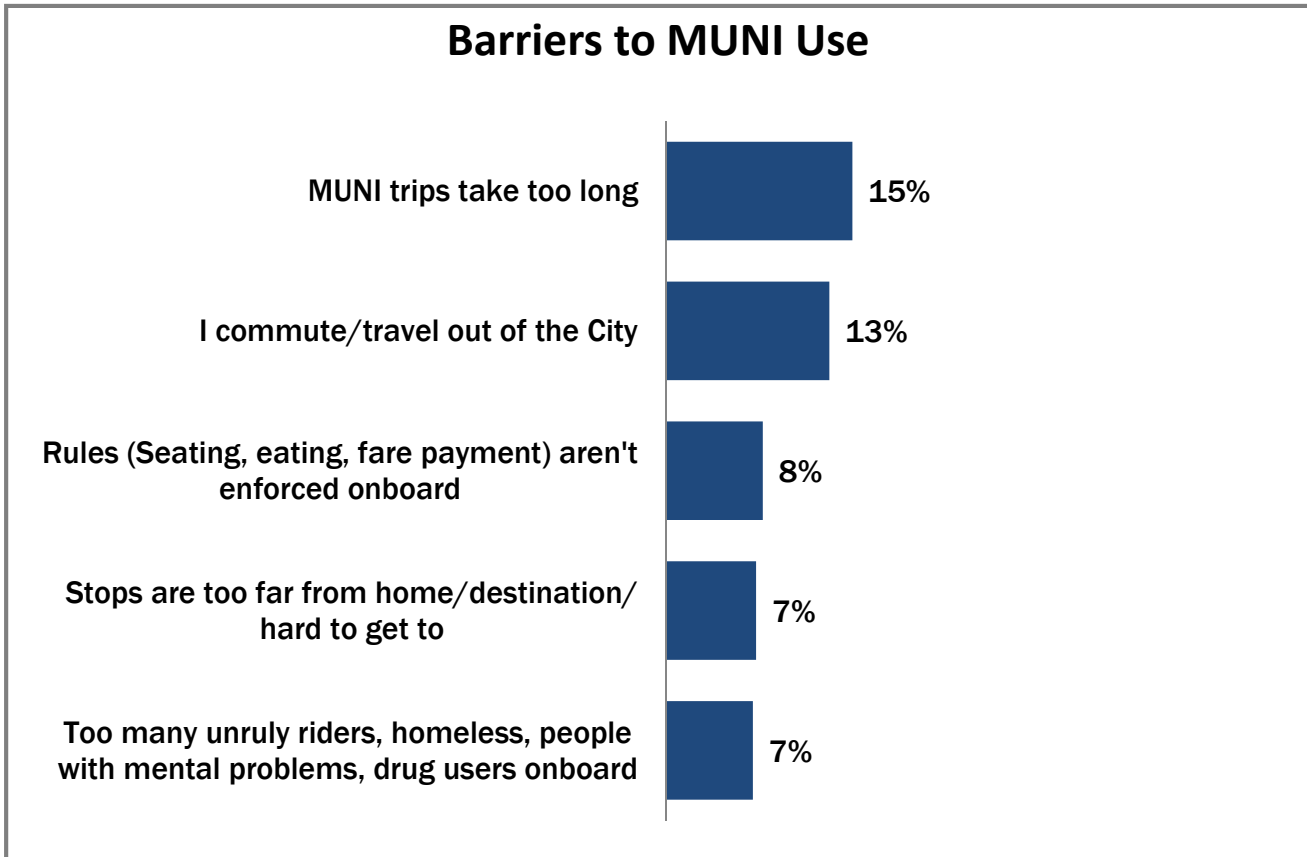
Most riders would still have made trip, only 5% indicated they would not have made the trip at all.



NON-RIDERS

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: 2016 Total Non-Riders (n=373)

RIDERSHIP SURVEY 2016

Conducted for the San Francisco Municipal Transportation Agency

KEY FINDINGS

July to August 2016

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

San Francisco, California

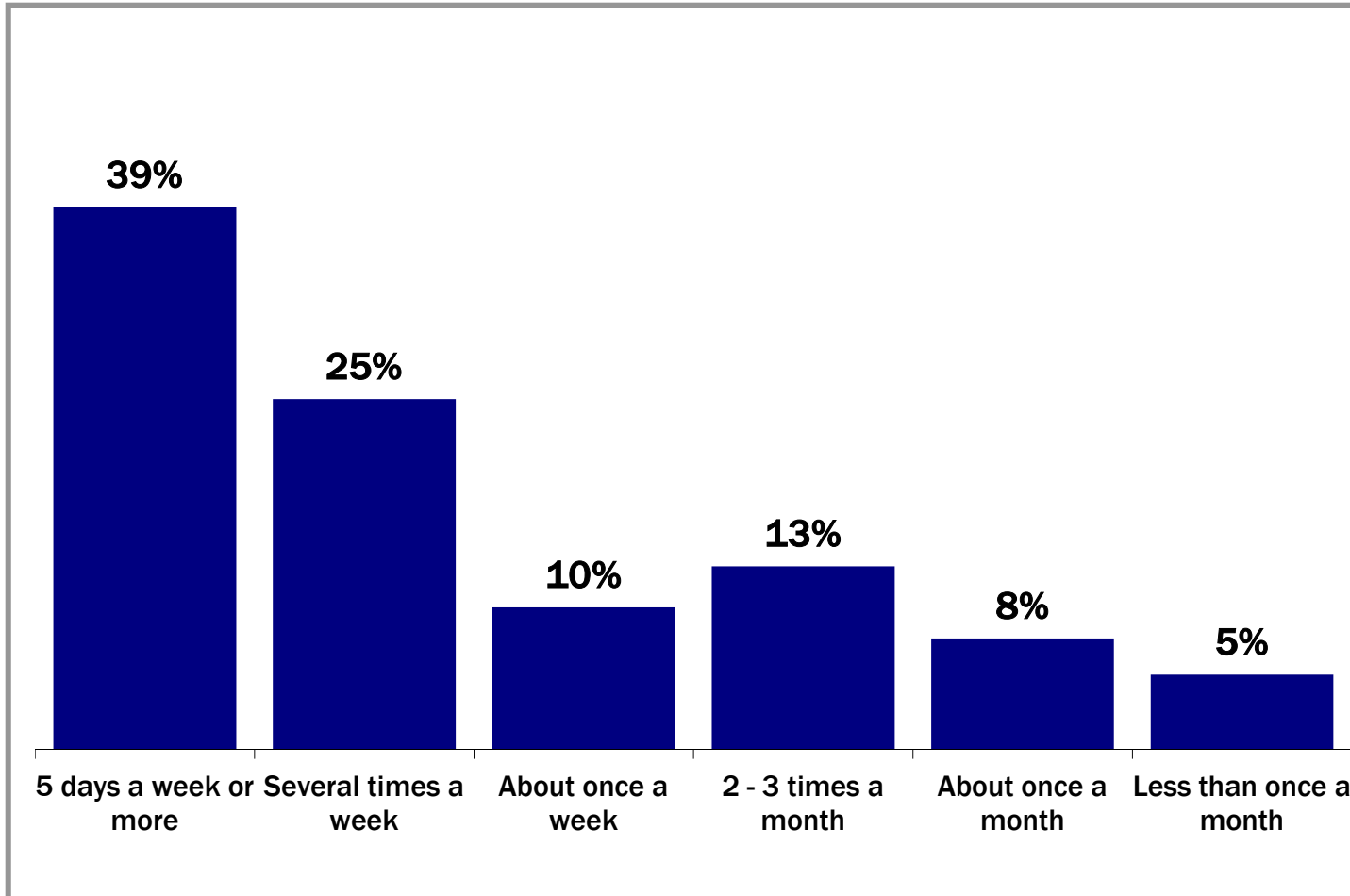
SURVEY DETAILS

TECHNIQUE	Telephone interviewing
FIELD DATES	Field work conducted in June through August 2015
INTERVIEWS	543 completed interviews
SAMPLE FRAME	Current adult residents of San Francisco who have used Muni in the past 6 months. A hybrid cell phone/RDD sample was utilized to contact county residents. Interviews were conducted in English, Spanish, and Chinese.
MARGIN OF ERROR (at 95% confidence level)	+/- 4.2% for total sample (n=543)
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

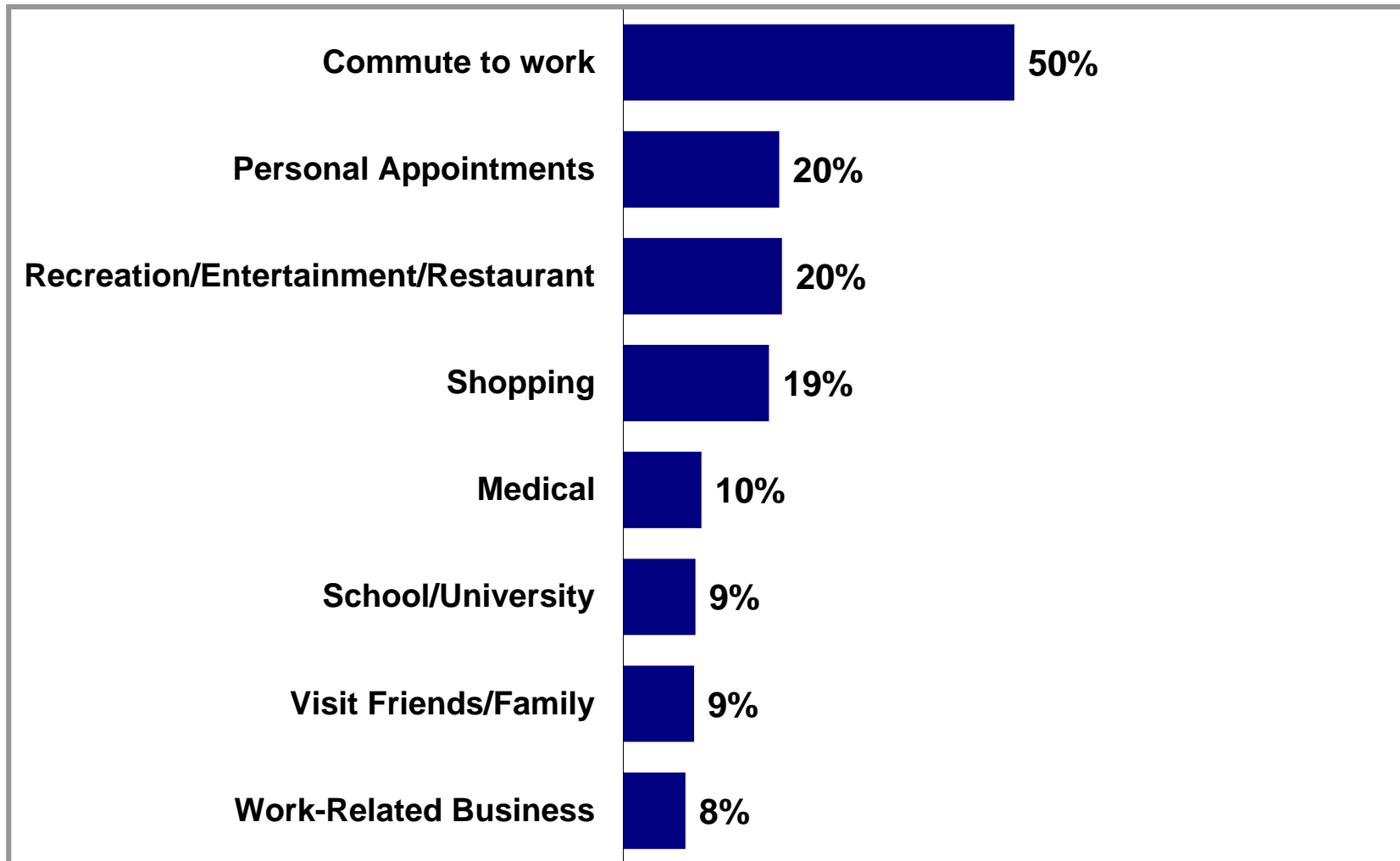
How often do you ride MUNI?



Base: 2016 Total (n=543)

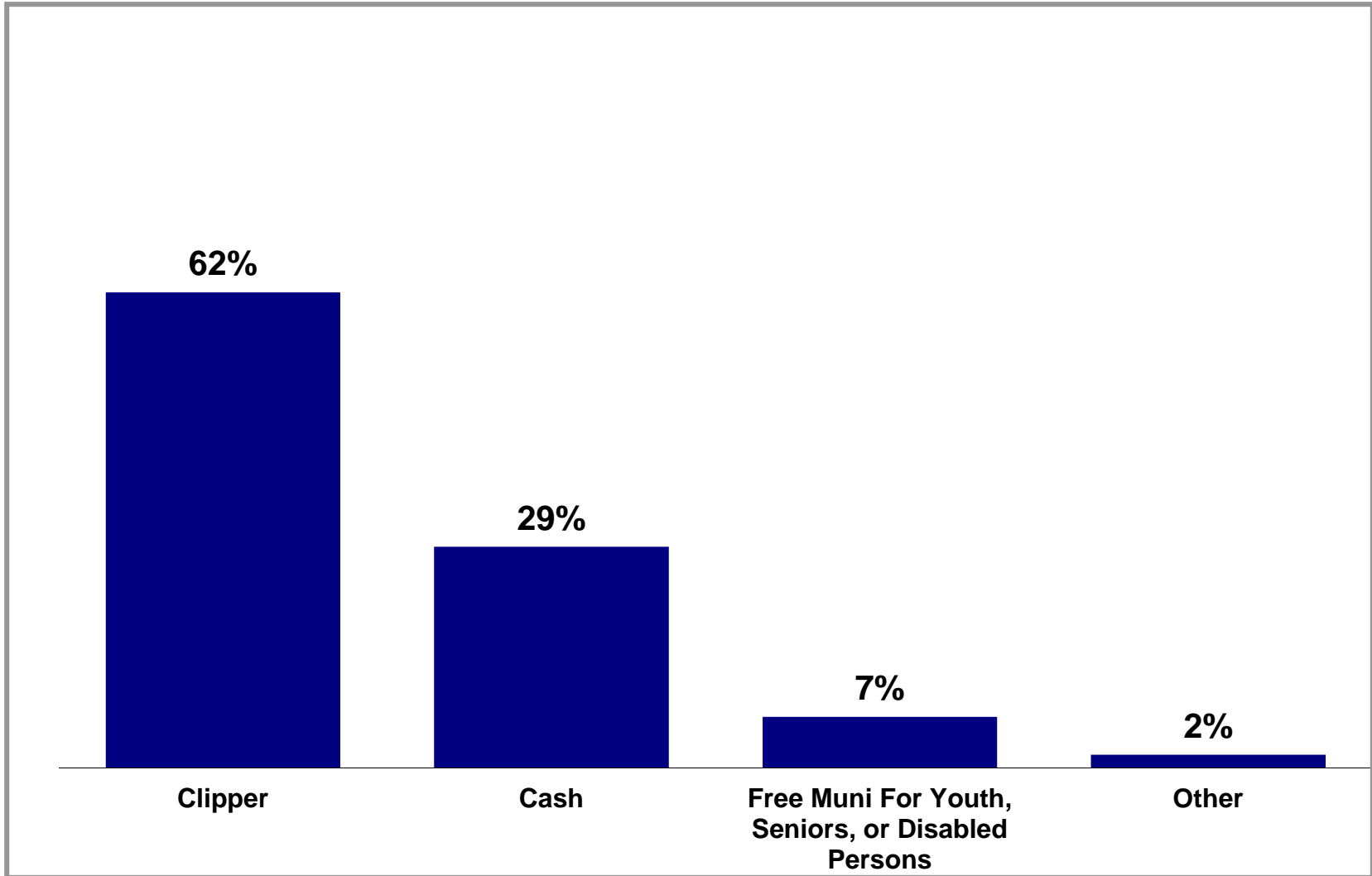
PURPOSE OF RIDING MUNI

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



FARE PAYMENT

How do you usually pay your MUNI fare?

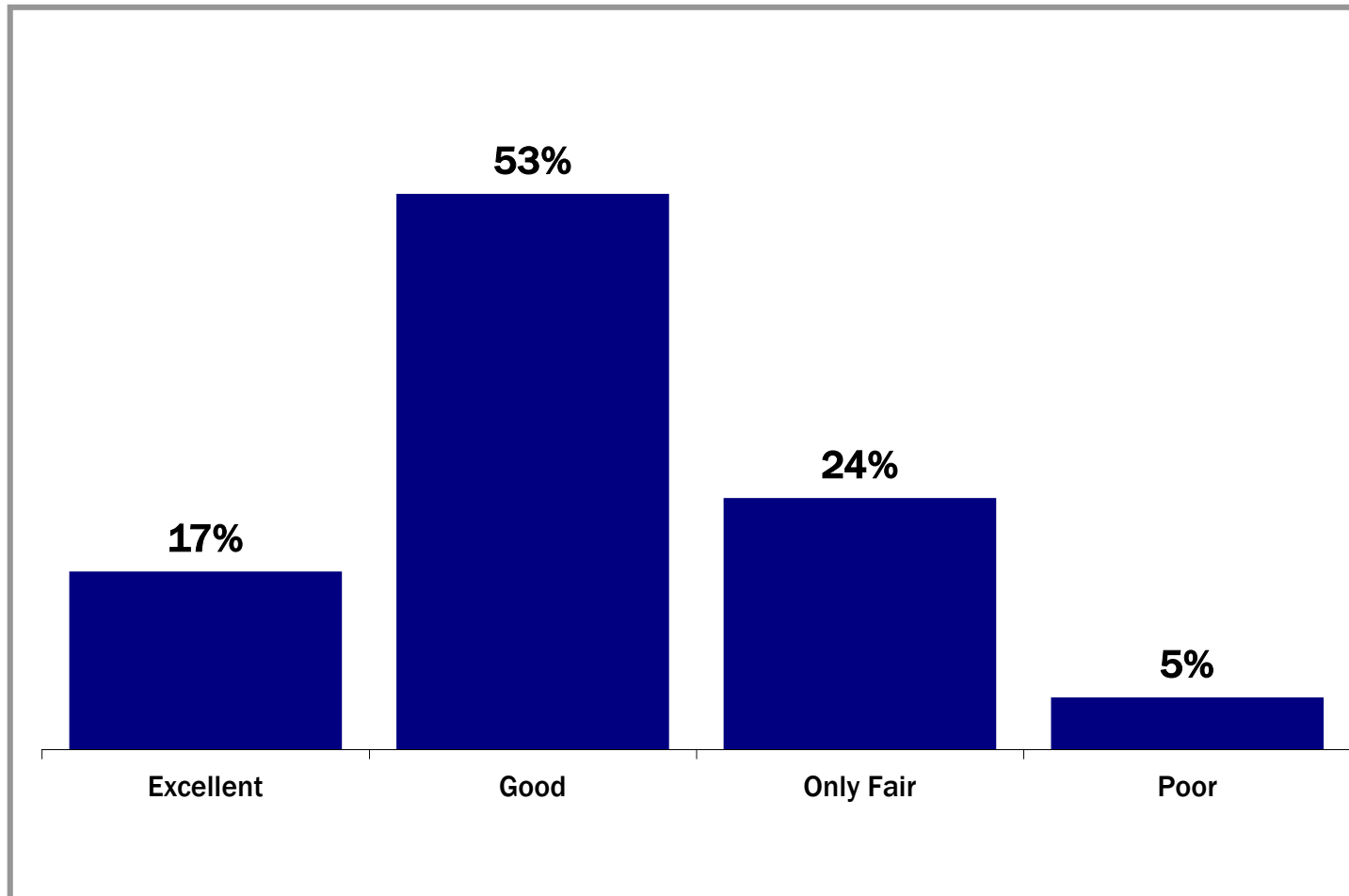


Base: 2016 Total (n=543)

SATISFACTION RATINGS

OVERALL RATING OF MUNI SERVICE (2016)

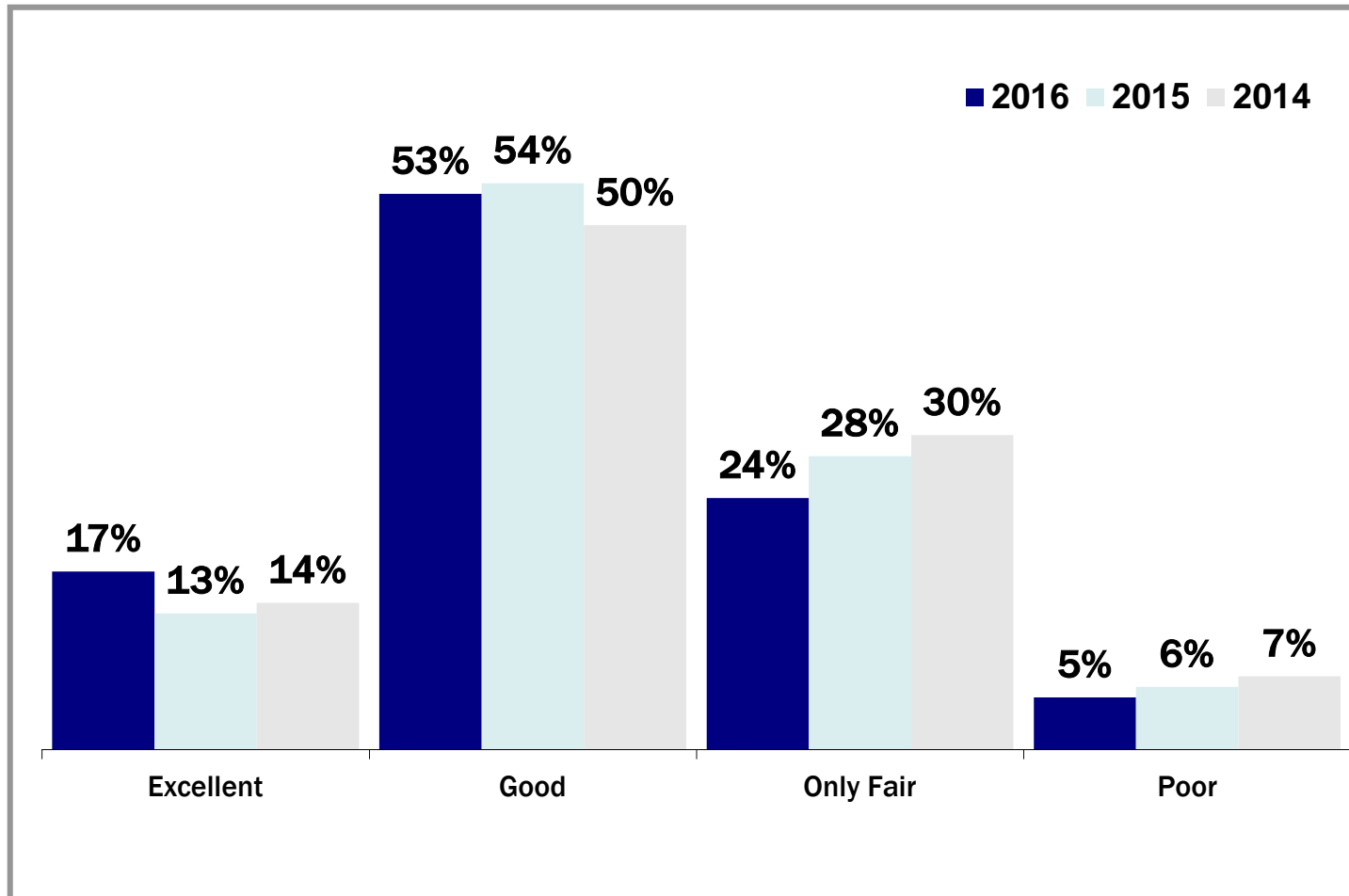
Overall, how would you rate MUNI's service? Would you say...



Base: 2016 Total (n=543)

OVERALL RATING OF MUNI SERVICE – THREE YEAR COMPARISON

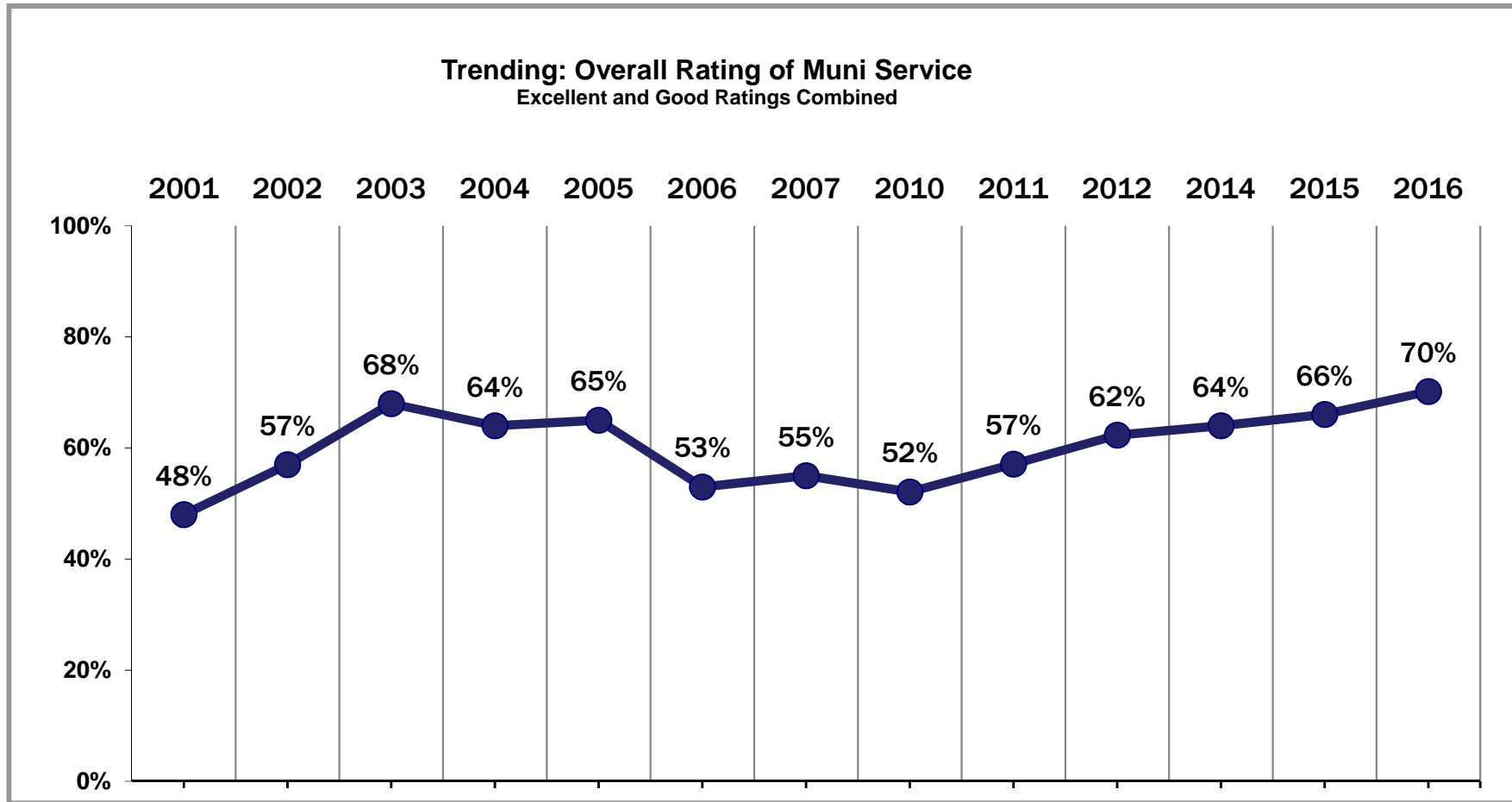
Overall, how would you rate MUNI's service? Would you say...



Base: 2016 Total (n=543)

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.

OVERALL RATING OF MUNI SERVICE – SUB-GROUP RATINGS

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

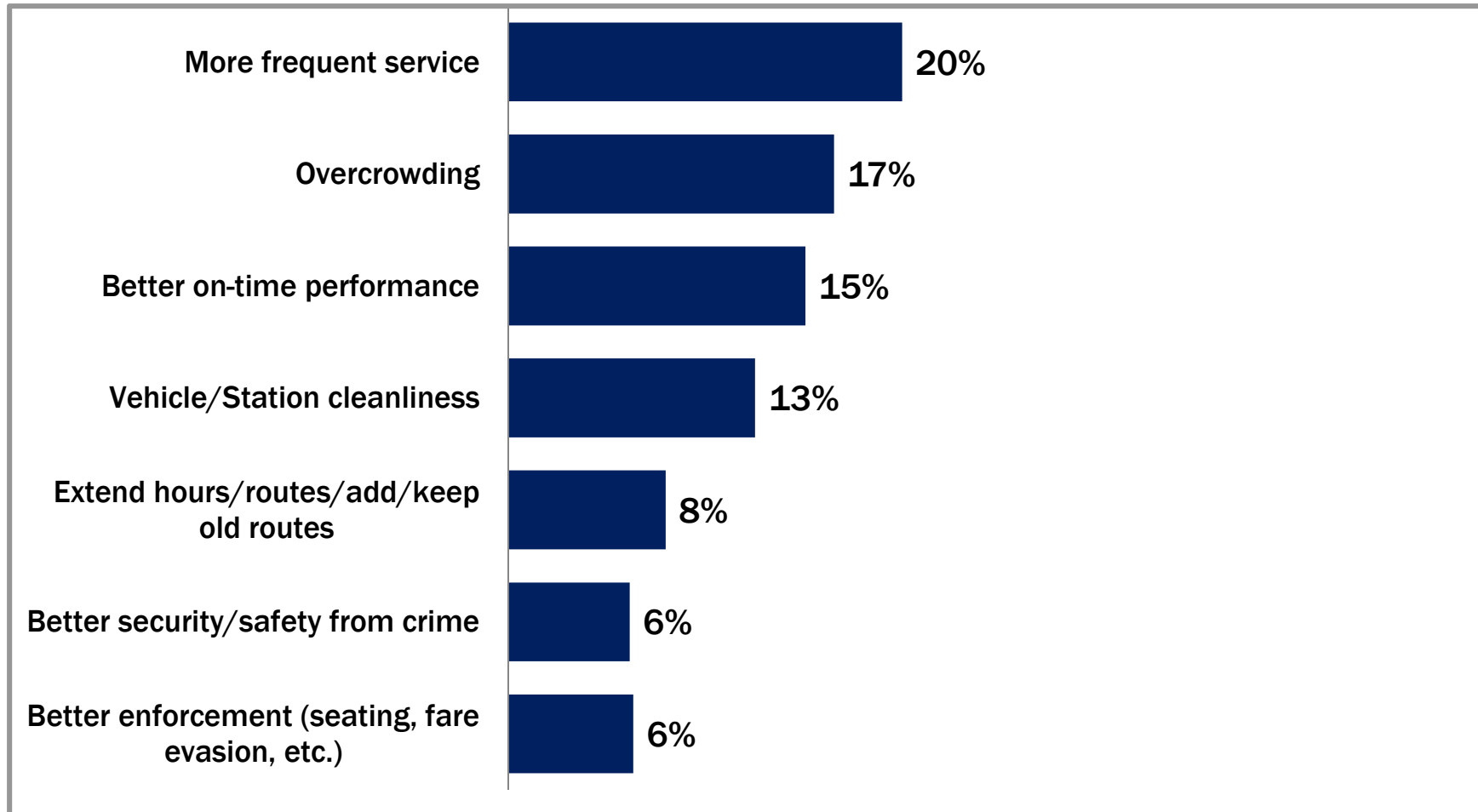
Note: Read % across ▶

Satisfaction Rating by...	----- 2016 -----		
	Excellent / Good	Fair	Poor
Total (all respondents) (n = 543)	70%	24%	5%
<u>Usage of Muni</u>			
5 or more days/week (n = 210).....	66%	26%	7%
Several times a week (n = 133).....	73%	23%	5%
Once a week (n = 55).....	67%	31%	2%
Three times a month or less often (n = 143).....	75%	21%	3%
<u>By Service Line Type</u>			
Regular (n = 282).....	71%	25%	4%
Rapid Bus Lines (n = 152).....	76%	21%	3%
Rapid Rail Lines (n = 214).....	68%	24%	7%
<u>Disability</u>			
Disability or condition impacting travel (n = 68).....	75%	21%	4%

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

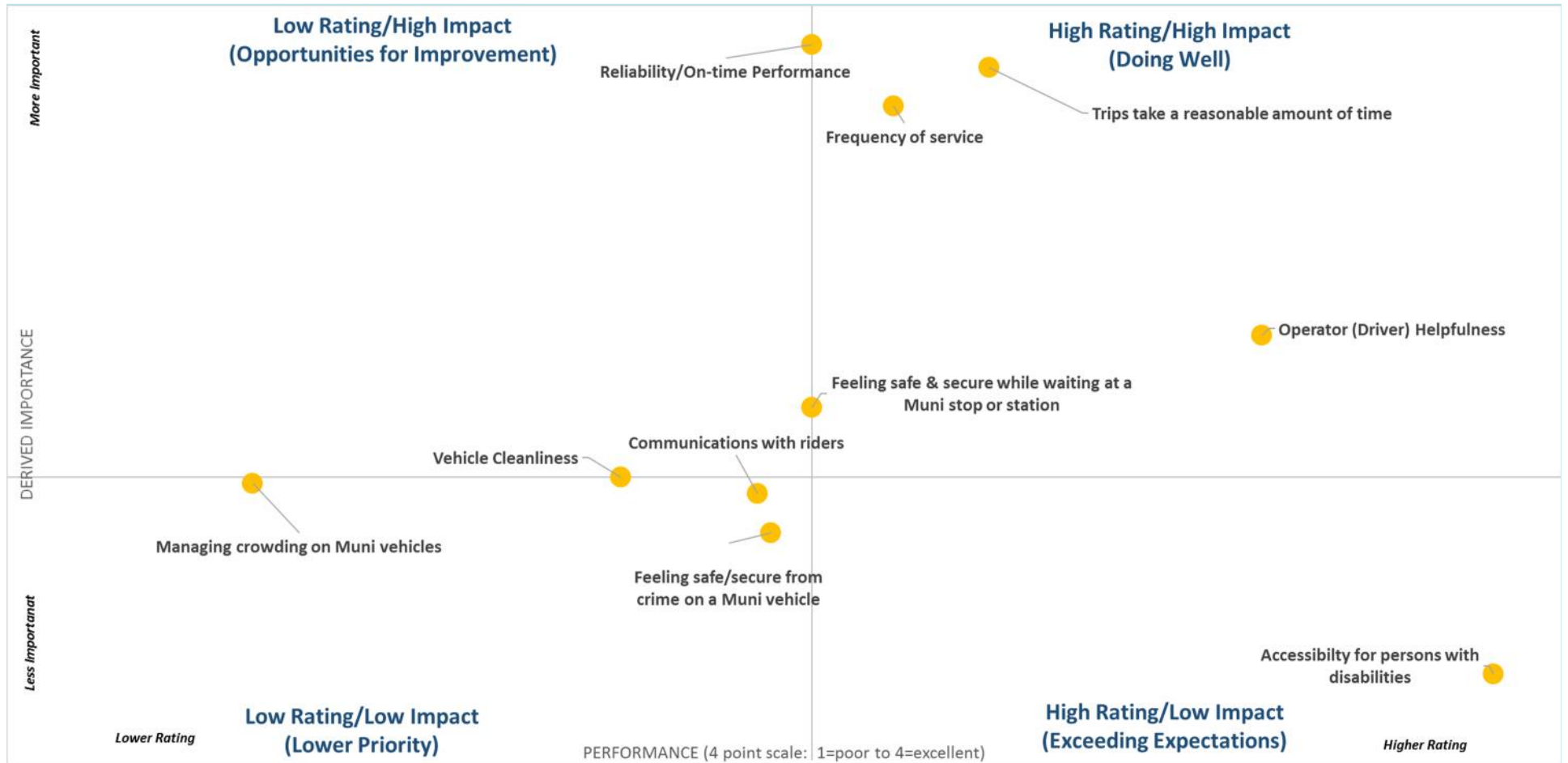
Now I would like to ask about the MUNI’s performance in different areas. For each area I read, please tell me whether MUNI does an excellent job, a good job, a fair job, or a poor job in this area.

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

^ wording changed slightly, previous to 2015 this was worded “Service frequency”

RATING OF SPECIFIC MUNI ATTRIBUTES

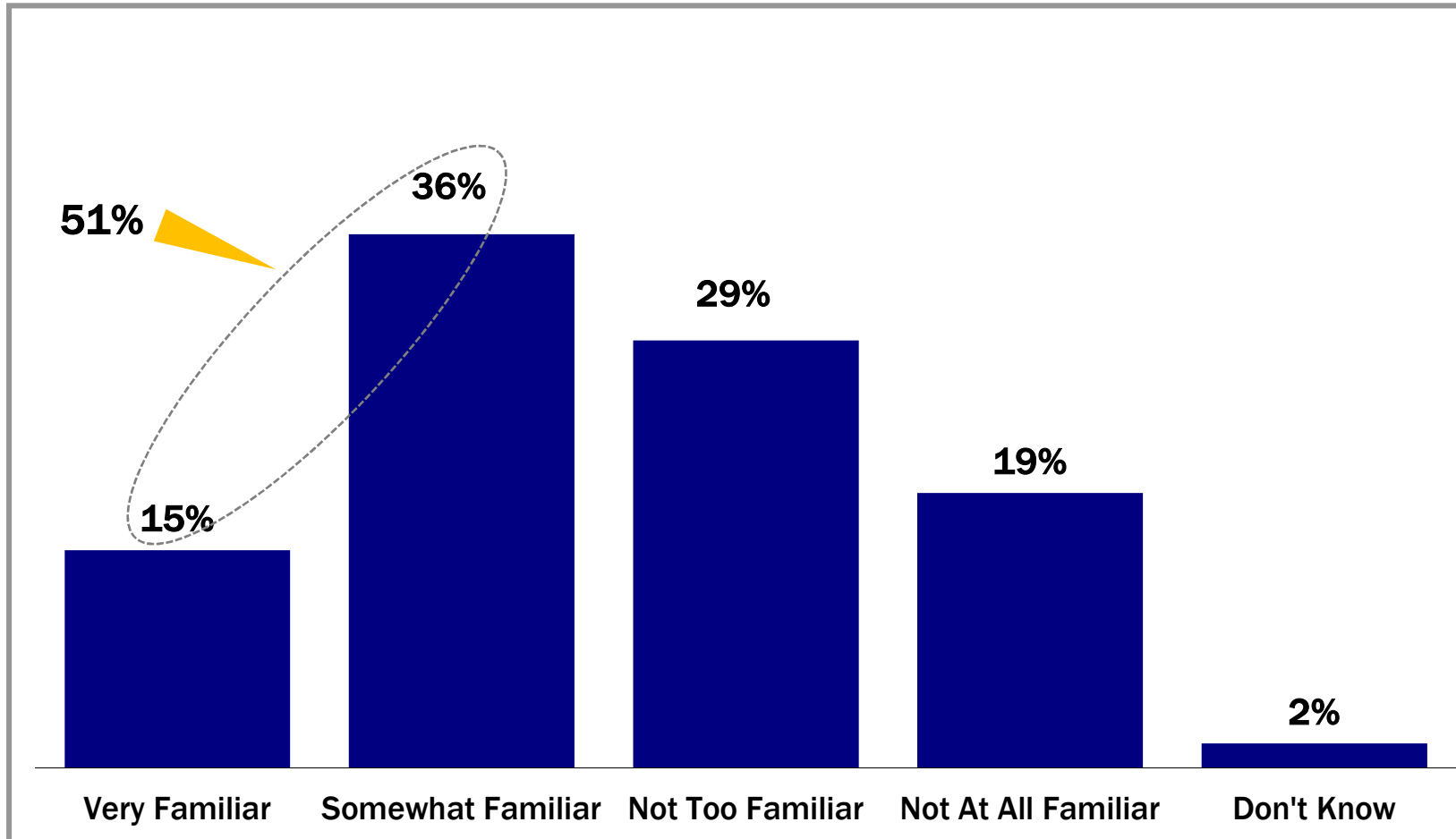
QUADRANT CHART



SFMTA RESPONSIBILITIES

SFMTA RESPONSIBILITIES

In general, how familiar are you with the SFMTA and its responsibilities?

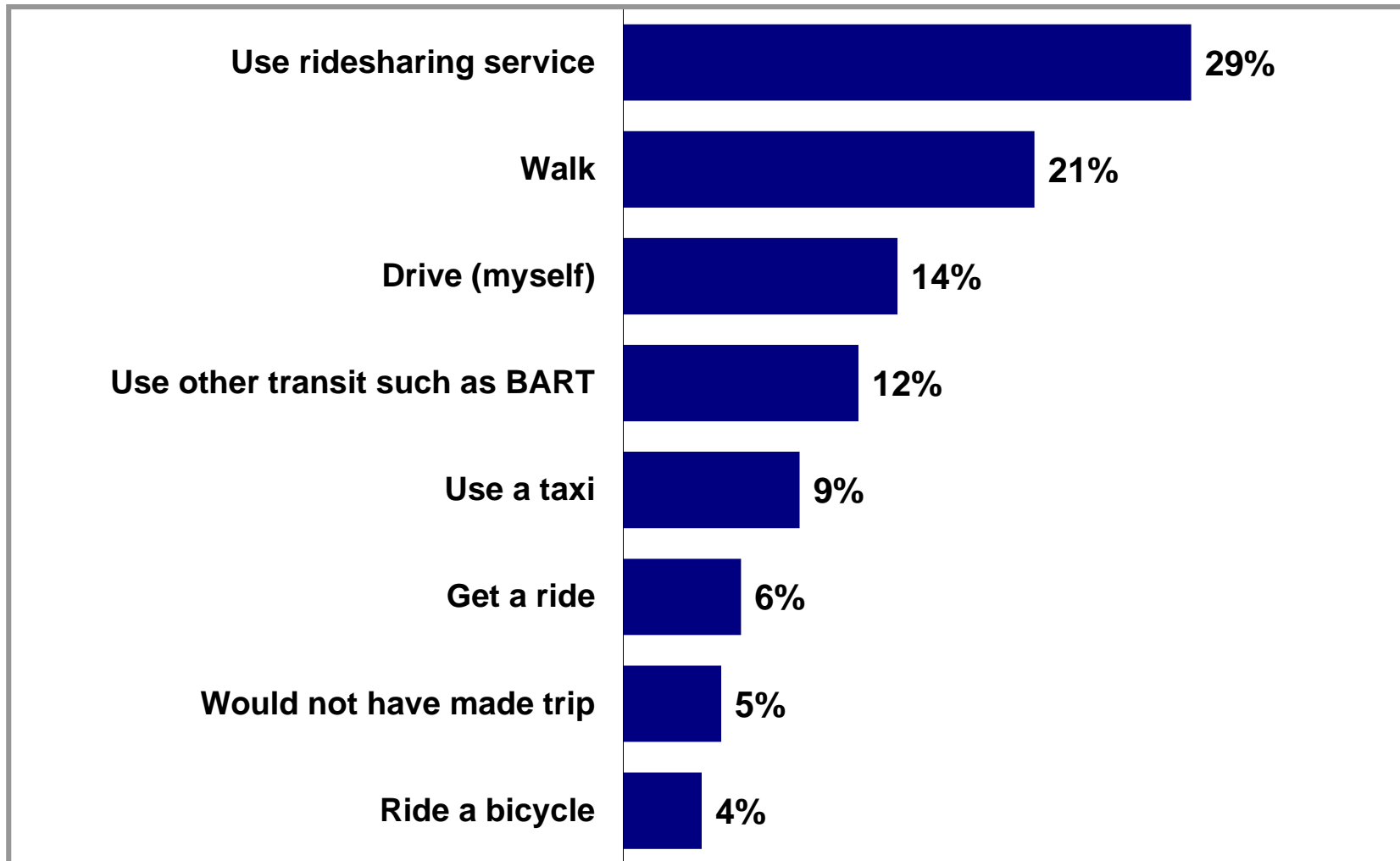


^ SFMTA responsibilities described as: a City agency which oversees Muni, bike and pedestrian programs, taxis as well as parking and traffic in the City

ALTERNATIVES TO MUNI

ALTERNATIVES IF MUNI NOT AVAILABLE

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 – 2016 vs. 2015

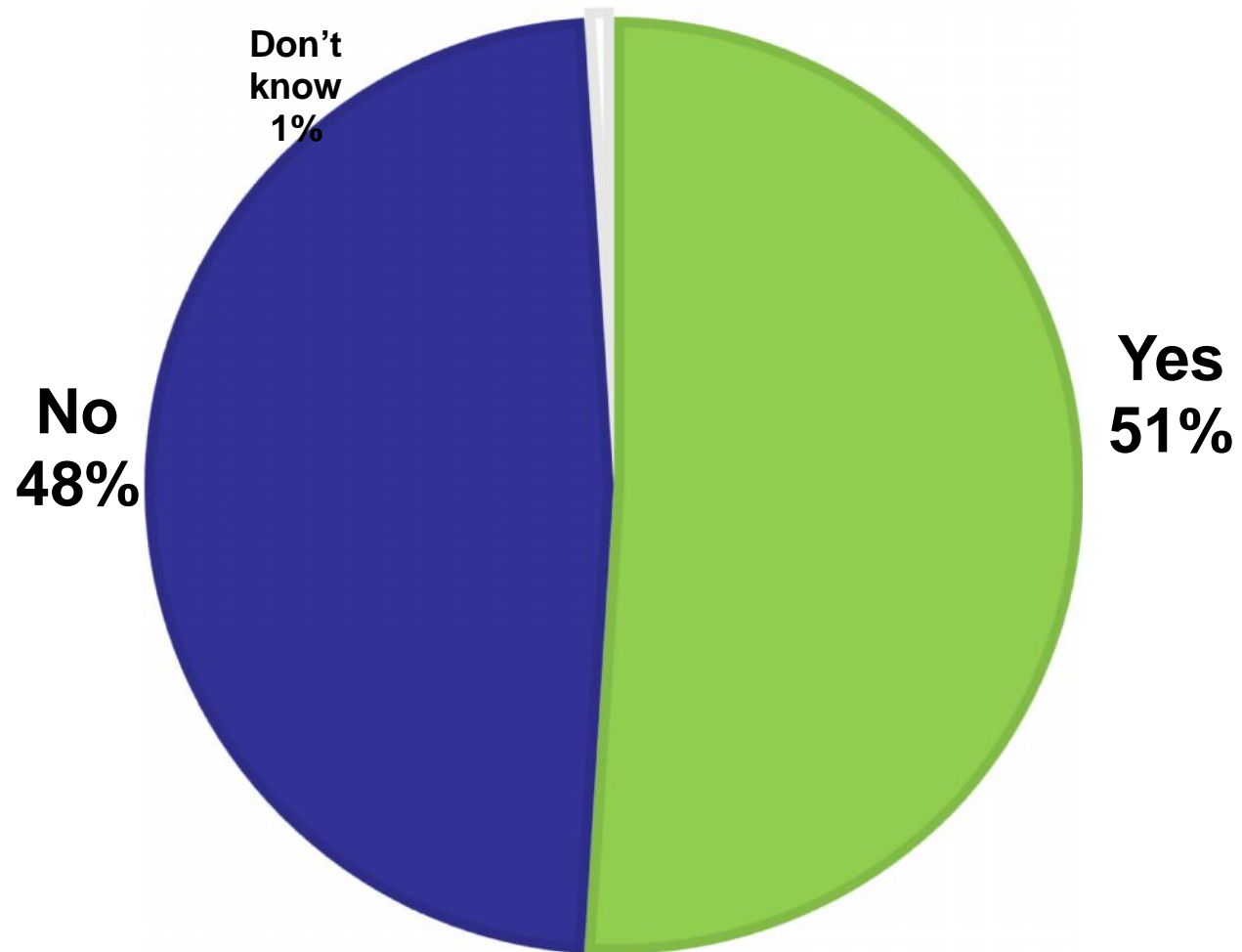
Think about your last Muni trip. If Muni was not available for that trip, how would you have gotten where you needed to go?

Satisfaction Rating by...	2016	2015	Change
<u>Modes Increasing</u>			
Use ridesharing services.....	29%	18%	+11%
Use other transit such as BART.....	12%	9%	+2%
Walk.....	21%	20%	+1%
Ride a bicycle.....	4%	3%	+1%
<u>Modes Decreasing</u>			
Drive (myself).....	14%	21%	-7%
Get a ride.....	6%	9%	-3%
Would not have made trip.....	5%	8%	-3%
Use a taxi.....	9%	12%	-2%

APPS / COMMUNICATION WITH MUNI

DOWNLOADED APP

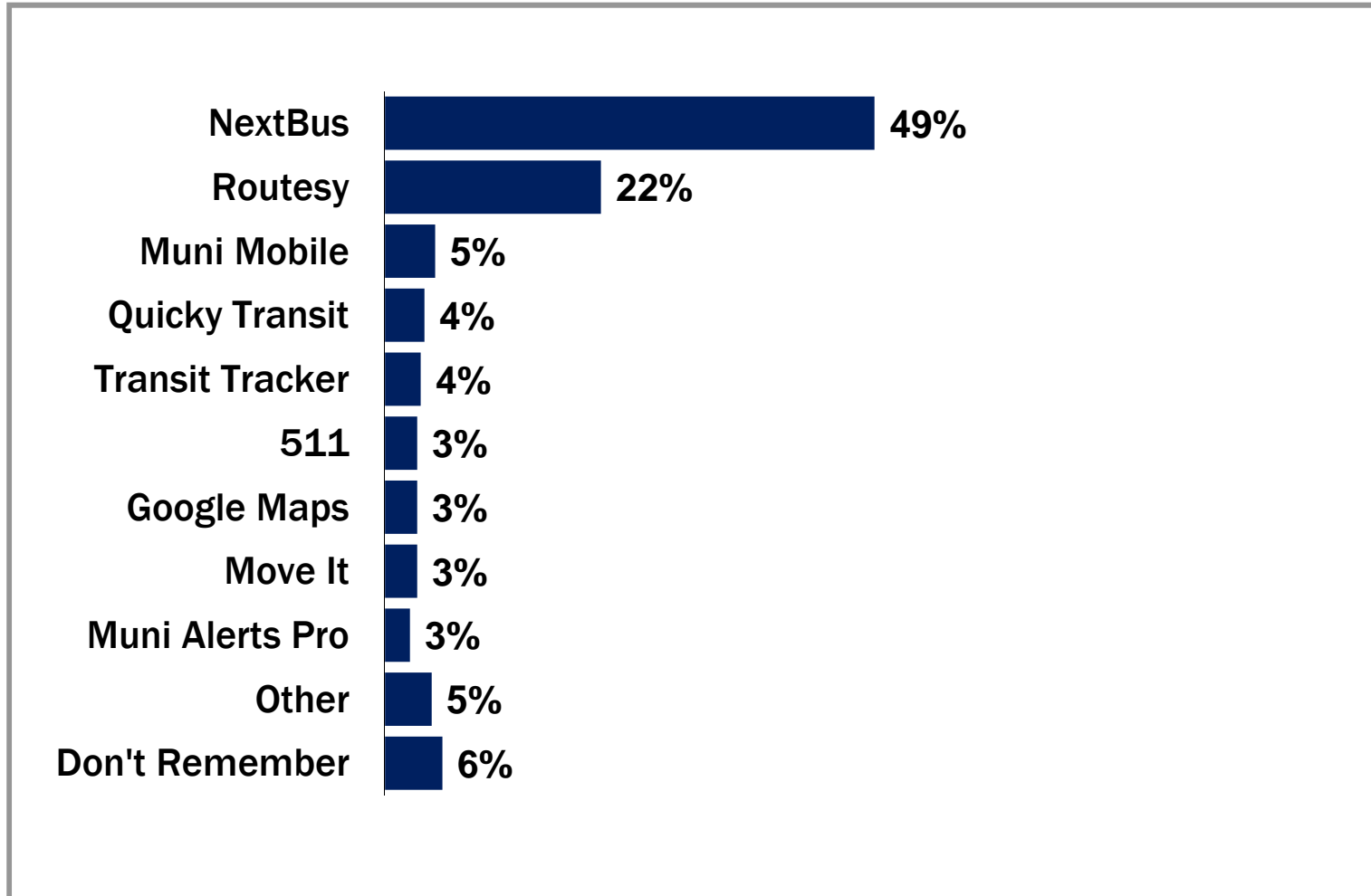
Have you ever downloaded a Muni related app?



Base: 2016 Total (n=543)

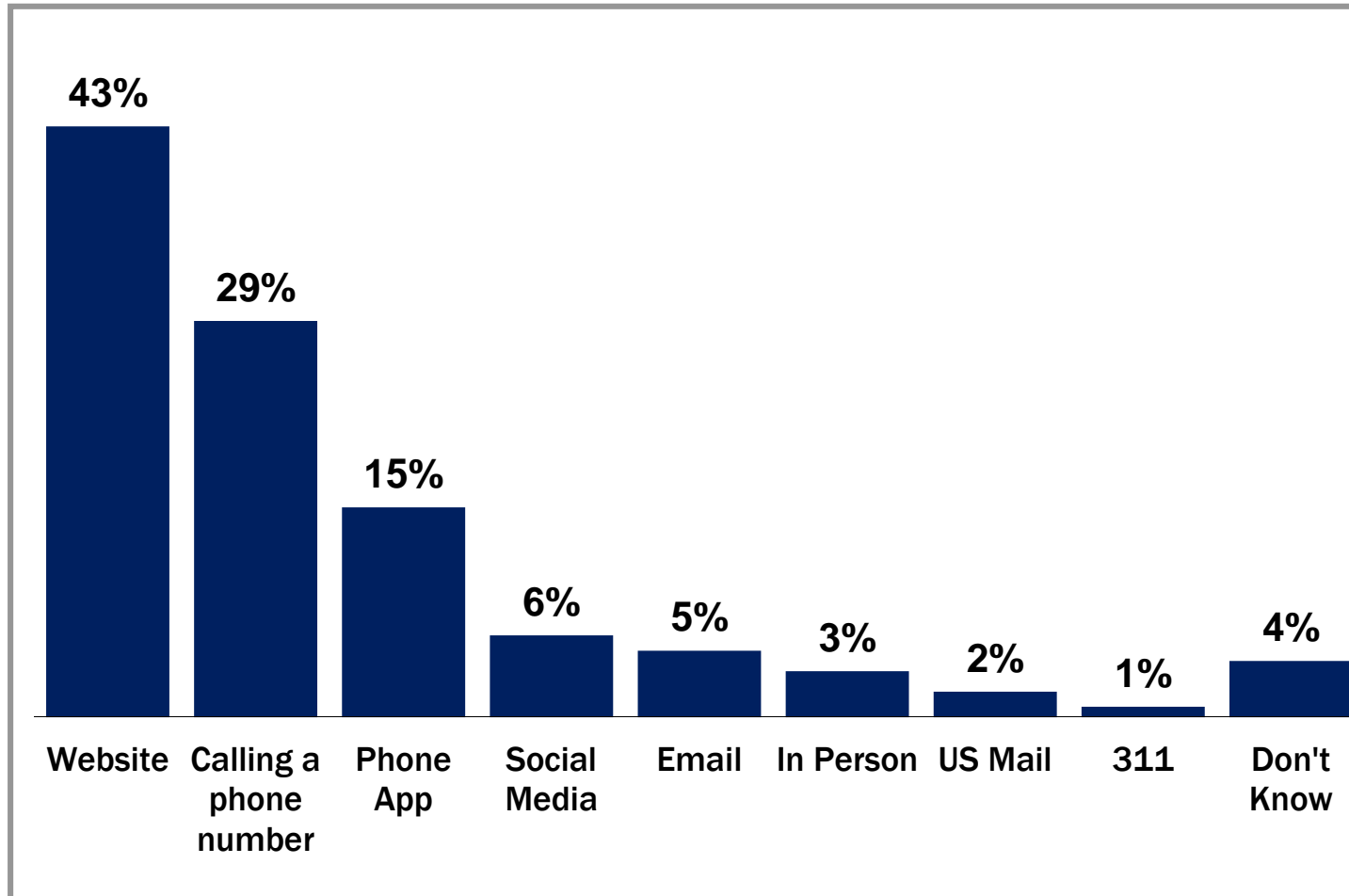
MUNI RELATED APP

Which MUNI related app do you use?



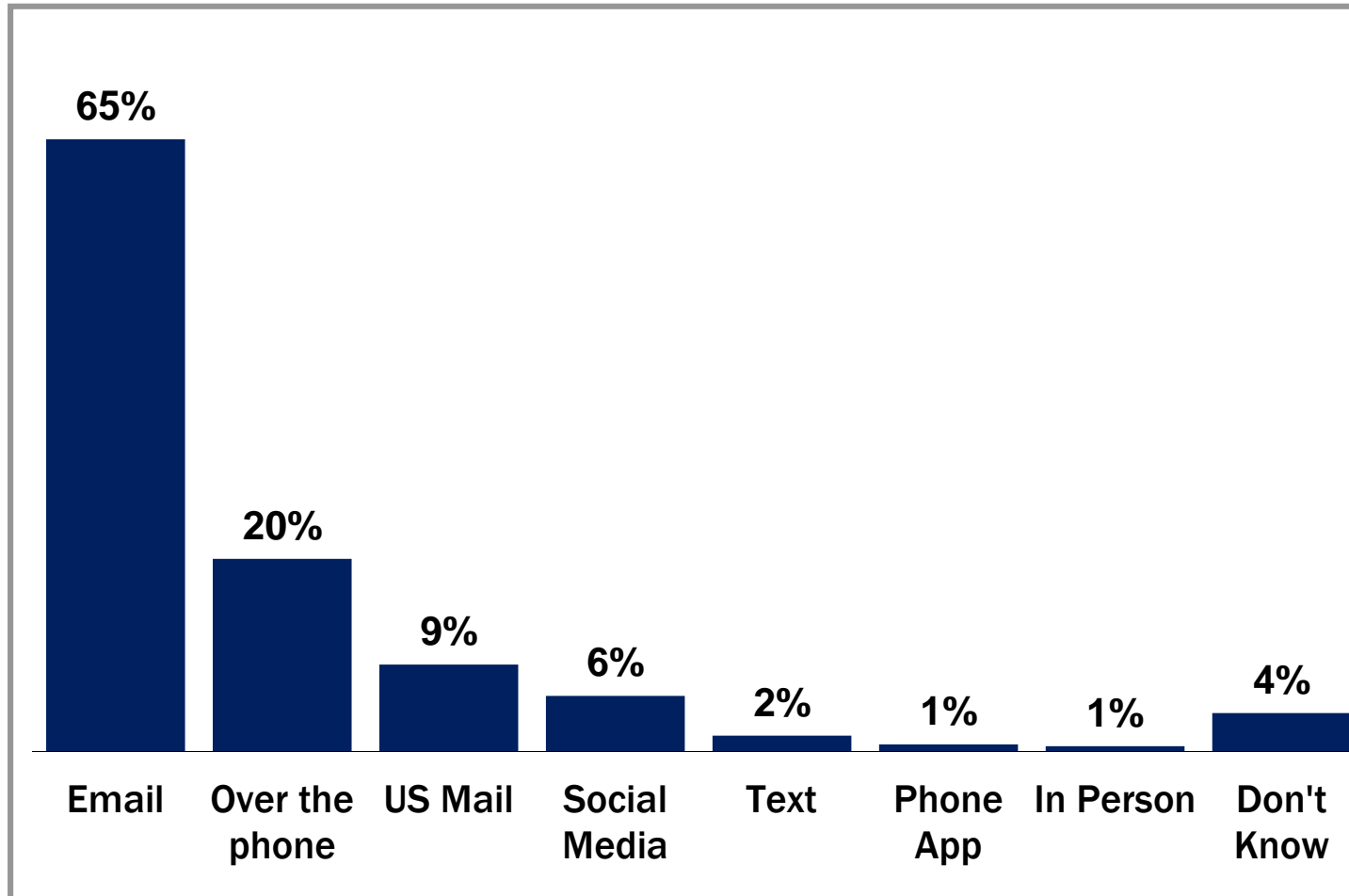
SUBMITTING A COMPLAINT/SUGGESTION

If you were to submit a complaint or suggestion, how would you prefer to submit it?



COMPLAINT/SUGGESTION RESPONSE

How would you prefer to hear back from MUNI about a complaint or suggestion you submitted?



Base: 2016 Total (n=543)

SF Muni – 2016 Ridership Survey Version 2

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?

BASE- 373

	<u>%</u>
Muni trips take too long	15
I commute/travel out of the City.....	13
Rules (Seating, Eating, Fare payment) aren't enforced	8
Stops are too far from home/destination/hard to get to	7
Too many unruly riders, homeless, people with mental problems, drug users onboard.....	7

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

2. Are you eighteen years of age or older?

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

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

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

BASE- 543

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

	<u>%</u>
1 California	4
1AX / 1BX California A/B Expresses.....	1
2 Clement	1
3 Jackson	<1
5 / 5R Fulton / Fulton Rapid	4
6 Haight-Parnassus.....	-
7 / 7R Haight-Noriega/H-N Rapid	3
7X Noriega Express	-
8 Bayshore	3

	%
8AX / 8BX Bayshore A/B Expresses.....	-
9 / 9R San Bruno / San Bruno Rapid....	2
10 Townsend.....	2
12 Folsom - Pacific.....	2
14 / 14R Mission/Mission Rapid.....	10
14X Mission Express.....	-
18 46th Avenue	1
19 Polk	2
21 Hayes	1
22 Fillmore	3
23 Monterey	1
24 Divisadero	3
25 Treasure Island	<1
27 Bryant	2
28 / 28R 19th Ave / 19th Ave Rapid.....	-
29 Sunset	4
30 Stockton	3
30X Marina Express.....	1
31 Balboa	1
31AX / 31BX Balboa A / B Expresses...2	2
33 Ashbury-18th.....	-
35 Eureka	1
36 Teresita	1
37 Corbett	1
38 / 38R Geary /Geary Rapid	10
38AX / 38BX Geary A / B Expresses....3	3
39 Coit	<1
41 Union	1
43 Masonic	2
44 O'Shaughnessy.....	-
45 Union-Stockton.....	2
47 Van Ness.....	3
48 Quintara - 24th Street	2
49 Van Ness - Mission	4
52 Excelsior	<1
54 Felton	1
55 16 th St	-
56 Rutland	<1
57 Parkmerced.....	1
66 Quintara	1
67 Bernal Heights.....	1
76X Marin Headlands Exp	-
80X-Gateway Express	-
81X Caltrain Express	-
82X Levi Plaza Express	-
83X Mid-Market Express.....	-
88 BART Shuttle	<1
90 Owl	-
91 Owl	-
Muni Metro (J, K, L, etc.) - specify	39
NX Judah Express (Bus)	1
Cable Car - specify.....	<1
Other ()	-
Don't Know/No answer	-

Q4a

BASE- 543	
E and F-Market and Wharves (older/ vintage streetcars	2
J-Church	8
K-Ingleside.....	6
L-Taraval	11
M-Ocean View	8
N-Judah	10
S-Castro Shuttle	-
T – Third Street	4
Muni Metro line (unable to specify)	3
Other (specify) :	-
Don't Know	-

Q4b

BASE- 543	
Powell-Hyde Street Cable Car	-
Powell-Mason Street Cable Car....	-
California Street Cable Car	<1
Other (specify) :	-
Don't Know	-

%

5. How often do you ride MUNI?

5 days a week or more often	39
Several times a week	25
About once a week	10
Two or three times a month.....	13
About once a month	8
Less than once a month	5
DON'T KNOW	<1

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

Excellent	17
Good	53
Fair	24
Poor	5
DON'T KNOW (Do Not Read)	<1
MEAN (out of 4)	2.83

7. What aspects of MUNI would you most like to see improved? (RECORD AS OPEN-END)

	<u>%</u>
More frequent service.....	20
Overcrowding	17
Better on-time performance.....	15
Vehicle/station cleanliness	13
Extend hours/routes/add/keep routes	8
Better security/safety from crime	6
Better enforcement (seating, fare evasion, etc.).....	6

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

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

	Excel- lent	Good	Fair	Poor	Don't Know
8. Reliability / On-time performance MEAN (Out of 4) 2.59	13%	43%	32%	11%	1%
9. Feeling safe and secure from crime while <u>on a</u> Muni vehicle MEAN (Out of 4) 2.56	12%	43%	33%	11%	1%
10. Frequency of service MEAN (Out of 4) 2.65	14%	44%	32%	8%	1%
11. Vehicle cleanliness MEAN (Out of 4) 2.45	7%	43%	35%	14%	1%
12. Managing crowding on Muni vehicles MEAN (Out of 4) 2.18	6%	29%	38%	24%	3%
13. Operator (driver) helpfulness MEAN (Out of 4) 2.92	23%	48%	21%	5%	3%
14. Accessibility for persons with disabilities MEAN (Out of 4) 3.09	29%	46%	14%	3%	7%
15. Communication with riders. That includes any type of communication from Muni. MEAN (Out of 4) 2.55	9%	46%	31%	11%	3%
16. Feeling safe and secure while waiting at a Muni <u>stop or station</u> MEAN (Out of 4) 2.59	10%	48%	31%	10%	1%
17. Trips take a reasonable amount of time MEAN (Out of 4) 2.72	13%	52%	29%	6%	<1%

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

%

Agree Strongly..... 41
 Agree Somewhat..... 44
 Disagree Somewhat .. 10
 Disagree Strongly 4
 Don't know..... 1
MEAN (out of 4) 3.24

BASE- 543

19. (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	62
No	35
Do not <u>walk</u> to my stop	1
Don't know.....	3

20. Have you **ever** visited MUNI's web site – “sfmta.com”?

YES	56
NO	44
DON'T KNOW	1

BASE- 302

(if yes) 20a. Have you visited the MUNI web site in the past 6 months?

YES	58
NO	41
DON'T KNOW	1

(Ask among those who have visited site)

20b. How would you rate MUNI's website on...

	Excel- lent	Good	Fair	Poor	Don't Know
a. Your ability to find what you are searching for MEAN (Out of 4) 2.67	14%	44%	29%	8%	6%
b. Overall Rating (of MUNI website) MEAN (Out of 4) 2.73	11%	55%	23%	7%	5%

BASE- 543

21. Have you ever downloaded a Muni related app?

YES	51
NO	48
DON'T KNOW	1

(Skip if No or Don't know in Q21)

21a. Which Muni related app(s) do you primarily use?

NextBus	49
Routesy	22
Muni Mobile	5
Quicky Transit	4
Transit Tracker	4
511	3
Google Maps	3
Move It	3

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

BASE- 543

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

	<u>%</u>
Very Familiar	15
Somewhat Familiar.....	36
Not Too Familiar	29
Not at all Familiar	19
Don't know (do not read)	2

23. Have you submitted a complaint or suggestion to Muni within the past couple of years?

Yes	16
No	83
Don't know.....	1

* this includes a question or any other type of feedback submitted to Muni.

24. If you were to submit a complaint or suggestion to Muni, how would you prefer to submit it...Would you say...(Read list)

	<u>%</u>
Through a website on your phone or computer.....	43
Calling a phone number	29
Using an app (application) on your phone.....	15
Through social media such as Twitter or Facebook.....	6
Email	5
In person to an operator/at a station/central office	3
US Mail.....	2
311	1
(or) some other way (specify: _____)	-
Don't know.....	4

25. How would you prefer to hear back from Muni about a complaint or suggestion submitted? (Read list)

Email	65
Over the phone.....	20
By US Mail.....	9
Through social media such as Twitter or Facebook	6
Text	2
Using an app (application) on your phone.....	1
In person	1
(or) some other way (specify: _____)	-
Don't know.....	4

BASE- 543

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

	<u>%</u>
Commute to work	50
Recreation/Entertainment/Rest. ...	20
Personal business	20
Shopping	19
Medical	10
School / University.....	9
Visit friends or family	9
Work-related business.....	8
Other (specify) _____	-
Don't know (do not read).....	1

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

Clipper	62
Cash	29
Free Muni for youth, senior, disabilities	7
Lifeline	2
Pass issued by University	<1
Other type of pass (specify) _____	-
Don't know.....	<1

(If yes for cash) 27a. What is the primary reason that you use cash?

BASE- 157

Prefer to pay as I ride	54
Cash transfer is a better value.....	13
Don't like carrying a Clipper Card/ Worried about privacy.....	6
Don't know how to use/Get Clipper	3
Don't use Muni enough for it to be worthwhile.....	3
Lost/Haven't replace Clipper Card..	2
Other (Unspecified)	21

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

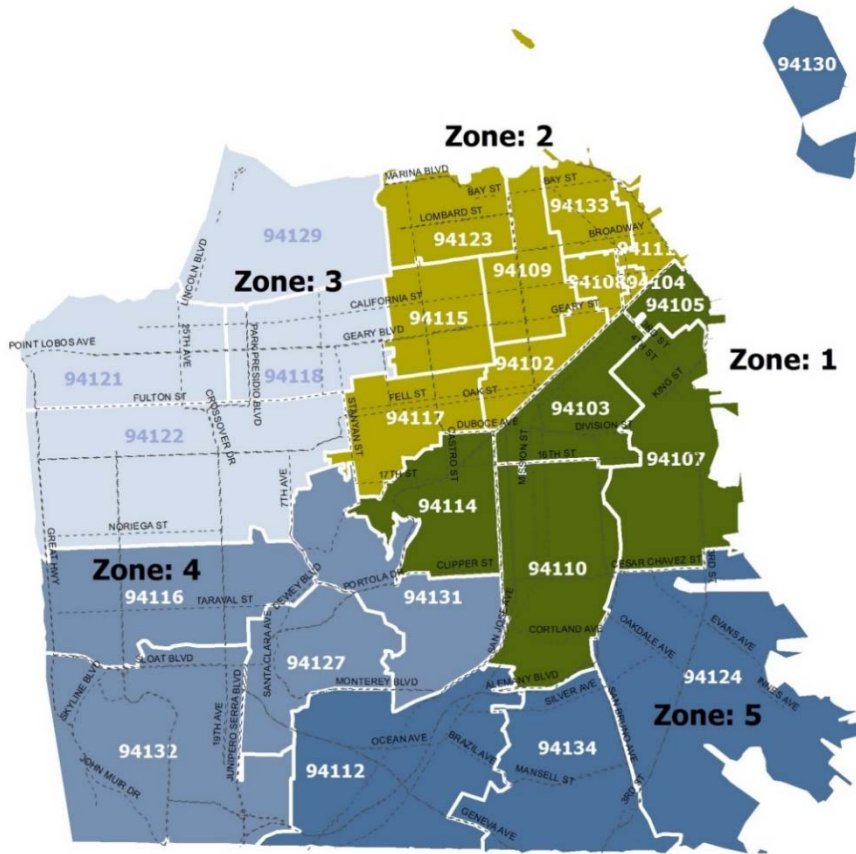
BASE- 543

Use a ridesharing service	29
Walk	21
Drive (myself).....	14
Use other transit such as BART.....	12
Use a taxi	9
Get a ride	6
Would not have made trip	5
Ride a bicycle.....	4
Some other way (specify)_____	-

BASE- 543

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

	%
Zone 1	22
Zone 2	30
Zone 3	15
Zone 4	14
Zone 5	18
Don't Know/Refused	1



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

	%
Work in San Francisco	71
Work outside of San Francisco	11
Do not work	18

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

Yes	66
No	34
Don't know.....	<1

BASE- 543**32. RACE/ETHNICITY:**

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

	<u>%</u>
White.....	49
Asian	25
Hispanic/Latino.....	14
African American	9
Pacific Islander.....	1
American Indian/Alaska Native	1
East Indian/Pakistani.....	<1
Mixed (Unspecified).....	<1
Other (Unspecified)	-
Refused	5

33. LANGUAGE:

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

English.....	77
Cantonese	9
Spanish	6
Mandarin	2
Tagalog	2
Chinese (Unspecified).....	1
French	1
Russian	1
Portuguese	1
Other	2
Don't know/Refused	1

34. HOUSEHOLD INCOME LEVELS:

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

Under \$7,500.....	4
\$7,500 - \$15,000	5
\$15,001 - \$22,000	5
\$22,001 - \$29,000	4
\$29,001 - \$36,500	3
\$36,501 - \$44,000	5
\$44,001 - \$51,500	5
\$51,501 - \$59,000	1
\$59,001 - \$66,500	4
\$66,501 - \$75,000	5
\$75,001 - \$100,000	10
\$100,001 - \$150,000	12
\$150,001 - \$200,000	5
\$200,001 or higher	11
Refuse (Do not read).....	22

BASE- 543

35. HOUSEHOLD SIZE:

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

	%
1 person	25
2 people.....	30
3 people.....	17
4 or more people	25
Don't Know/Refused.....	3
MEAN (# of people)	2.62

(ask unless only one person in household)

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

BASE- 389

	%
None	63
1 child	20
2 children.....	12
3 children.....	4
4 or more children	2
MEAN (# of children)	1.7

36. DISABLED:

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

Yes	13
No	86
Don't Know	1
Refused	1

37. RECORD GENDER

MALE	49
FEMALE	51
TRANSGENDER OR TRANSEXUAL	<1

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

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

Cross-Tabulated Statistical Tables

By Key Sub-Groups
September 2016

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1 HAVE YOU RIDDEN MUNI WITHIN THE PAST SIX MONTHS?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM				2 YRS			
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES	NO
BASE - ALL RESIDENTS CONTACTED	916	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	59.3	100.0	100.0	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	373	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	40.7															
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1A WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO	
CONTACTEES WHO HAVE NOT RIDDEN MUNI IN THE PAST SIX MONTHS	373 100.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MUNI TRIPS TAKE TOO LONG	56 15.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
COMMUTE/TRAVEL OUT OF CITY	49 13.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RULES (SEATING, EATING, FARE PAYMENT) AREN'T ENFORCED ONBOARD	29 7.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STOPS ARE TOO FAR AWAY FROM HOME/DESTINATION/HARD TO GET TO	27 7.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DISABILITY/AGE DOESN'T ALLOW ME TO RIDE MUNI	26 7.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOO MANY UNRULY RIDERS/HOMELESS/PEOPLE WITH MENTAL PROBLEMS/DRUG USERS ONBOARD	26 7.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LIVE CLOSE TO WORK/SHOPPING, ETC.	24 6.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOO CROWDED	24 6.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NEED TO TRANSPORT CHILDREN/RUN MULTIPLE ERRANDS/CARRY MULTIPLE THINGS WITH ME	23 6.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NEED CAR FOR BUSINESS/DRIVE COMPANY PROVIDED VEHICLE	20 5.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MUNI DOESN'T GO WHERE I NEED TO GO	20 5.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UNSAFE/LACK OF SECURITY/TOO MUCH VIOLENCE/CRIME ONBOARD	20 5.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1A WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
MUNI IS NOT RELIABLE	18 4.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOO DIRTY/UNSANITARY	17 4.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOO EXPENSIVE	16 4.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
WANT TO NOT BE HELD TO A SCHEDULE/WANT TO LEAVE/ARRIVE WHEN I WANT TO LEAVE/ARRIVE	15 4.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
INADEQUATE SCHEDULE/FREQUENCY	14 3.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
HAVE PARKING SPACE	13 3.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DON'T TRAVEL MUCH/DON'T NEED TO GO ANYWHERE	11 2.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
SFMTA/MUNI IS CORRUPT/INEFFICIENT/INCOMPETENT	10 2.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
PREFER TO WALK/BICYCLE FOR THE EXERCISE	7 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
MUNI DRIVERS ARE RUDE/DO NOT DRIVE SAFELY/INCOMPETENT	7 1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NOT FAMILIAR WITH SYSTEM/DON'T KNOW HOW TO USE IT	5 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
USE OTHER TRANSIT (BART, PARATRANSIT, ETC.)	2 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
CAR IS EASIER/MORE CONVENIENT	2 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q1A WHAT IS THE MAIN REASON YOU DON'T RIDE MUNI MORE?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		DAYS	TIMES		OR	EXC.	GOOD	FAIR	POOR	YES					NO/DK	
	/WK	/WK	/WK	LESS												
I GET A RIDE/CARPPOOL/TAKE A TAXI, UBER, LYFT ETC. WHEN I NEED TO	2 0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NO NEED/DESIRE TO GO DOWNTOWN	1 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	/WK	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	214	78	50	24	62	28	118	52	14	130	84	119	95	158	55	
	39.4	37.1	37.6	43.6	43.4	30.1	41.0	39.1	51.9	43.0	34.9	44.6	34.5	44.4	29.7	
14 / 14R MISSION/MISSION RAPID	55	26	13	4	11	19	30	5	1	24	31	30	25	30	25	
	10.1	12.4	9.8	7.3	7.7	20.4	10.4	3.8	3.7	7.9	12.9	11.2	9.1	8.4	13.5	
38 / 38R GEARY /GEARY RAPID	52	20	12	5	15	5	32	13	2	29	23	23	29	28	24	
	9.6	9.5	9.0	9.1	10.5	5.4	11.1	9.8	7.4	9.6	9.5	8.6	10.5	7.9	13.0	
1 CALIFORNIA	24	10	9	4	1	2	12	9	1	15	9	7	17	14	10	
	4.4	4.8	6.8	7.3	0.7	2.2	4.2	6.8	3.7	5.0	3.7	2.6	6.2	3.9	5.4	
29 SUNSET	23	9	8	2	4	6	13	3	1	9	14	8	15	12	11	
	4.2	4.3	6.0	3.6	2.8	6.5	4.5	2.3	3.7	3.0	5.8	3.0	5.5	3.4	5.9	
49 VAN NESS - MISSION	21	9	7	1	3	4	10	6	1	10	11	11	10	12	9	
	3.9	4.3	5.3	1.8	2.1	4.3	3.5	4.5	3.7	3.3	4.6	4.1	3.6	3.4	4.9	
5 / 5R FULTON / FULTON RAPID	20	7	6	3	4	1	12	7	-	10	10	6	14	11	9	
	3.7	3.3	4.5	5.5	2.8	1.1	4.2	5.3	-	3.3	4.1	2.2	5.1	3.1	4.9	
8 BAYSHORE	17	8	5	2	2	1	9	6	1	1	16	8	9	8	9	
	3.1	3.8	3.8	3.6	1.4	1.1	3.1	4.5	3.7	0.3	6.6	3.0	3.3	2.2	4.9	
22 FILLMORE	17	5	5	1	6	6	7	4	-	6	11	3	13	14	3	
	3.1	2.4	3.8	1.8	4.2	6.5	2.4	3.0	-	2.0	4.6	1.1	4.7	3.9	1.6	
30 STOCKTON	16	10	4	1	1	1	9	5	1	7	9	6	10	11	5	
	2.9	4.8	3.0	1.8	0.7	1.1	3.1	3.8	3.7	2.3	3.7	2.2	3.6	3.1	2.7	
47 VAN NESS	16	8	5	1	2	3	9	3	1	10	6	8	8	8	8	
	2.9	3.8	3.8	1.8	1.4	3.2	3.1	2.3	3.7	3.3	2.5	3.0	2.9	2.2	4.3	
24 DIVISADERO	15	5	6	-	4	3	7	3	2	9	6	6	9	8	7	
	2.8	2.4	4.5	-	2.8	3.2	2.4	2.3	7.4	3.0	2.5	2.2	3.3	2.2	3.8	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
7/7R HAIGHT-NORIEGA/HAIGHT-NORIEGA RPD	14	8	3	1	2	2	6	6	-	10	4	6	8	11	3	
	2.6	3.8	2.3	1.8	1.4	2.2	2.1	4.5		3.3	1.7	2.2	2.9	3.1	1.6	
38AX / 38BX GEARY A / B EXPRESSES	14	6	4	-	4	2	7	5	-	8	6	5	9	6	8	
	2.6	2.9	3.0		2.8	2.2	2.4	3.8		2.6	2.5	1.9	3.3	1.7	4.3	
27 BRYANT	13	6	3	1	3	3	2	7	1	5	8	6	7	6	7	
	2.4	2.9	2.3	1.8	2.1	3.2	0.7	5.3	3.7	1.7	3.3	2.2	2.5	1.7	3.8	
45 UNION-STOCKTON	13	6	5	-	2	3	6	2	2	7	6	5	8	9	4	
	2.4	2.9	3.8		1.4	3.2	2.1	1.5	7.4	2.3	2.5	1.9	2.9	2.5	2.2	
9 / 9R SAN BRUNO / SAN BRUNO RAPID	12	4	5	-	3	2	8	1	1	4	8	3	9	7	5	
	2.2	1.9	3.8		2.1	2.2	2.8	0.8	3.7	1.3	3.3	1.1	3.3	2.0	2.7	
48 QUINTARA - 24TH STREET	12	3	3	2	4	2	7	3	-	6	6	6	6	9	3	
	2.2	1.4	2.3	3.6	2.8	2.2	2.4	2.3		2.0	2.5	2.2	2.2	2.5	1.6	
10 TOWNSEND	11	6	2	1	2	4	4	3	-	6	5	6	5	6	5	
	2.0	2.9	1.5	1.8	1.4	4.3	1.4	2.3		2.0	2.1	2.2	1.8	1.7	2.7	
43 MASONIC	11	4	2	2	3	4	3	4	-	6	5	3	8	9	2	
	2.0	1.9	1.5	3.6	2.1	4.3	1.0	3.0		2.0	2.1	1.1	2.9	2.5	1.1	
12 FOLSOM - PACIFIC	10	3	4	-	3	3	5	2	-	5	5	4	6	8	2	
	1.8	1.4	3.0		2.1	3.2	1.7	1.5		1.7	2.1	1.5	2.2	2.2	1.1	
19 POLK	9	2	5	1	1	1	6	2	-	4	5	3	6	4	5	
	1.7	1.0	3.8	1.8	0.7	1.1	2.1	1.5		1.3	2.1	1.1	2.2	1.1	2.7	
31AX / 31BX BALBOA A / B EXPRESSES	9	6	2	-	1	-	6	2	1	5	4	6	3	7	2	
	1.7	2.9	1.5		0.7		2.1	1.5	3.7	1.7	1.7	2.2	1.1	2.0	1.1	
33 ASHBURY-18TH	9	4	2	1	2	-	7	1	1	5	4	4	5	8	1	
	1.7	1.9	1.5	1.8	1.4		2.4	0.8	3.7	1.7	1.7	1.5	1.8	2.2	0.5	
14X MISSION EXPRESS	8	4	2	-	2	2	5	1	-	4	4	2	6	4	4	
	1.5	1.9	1.5		1.4	2.2	1.7	0.8		1.3	1.7	0.7	2.2	1.1	2.2	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI											VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR		
28 / 28R 19TH AVE / 19TH AVE RAPID	8	2	-	2	4	1	5	2	-	6	2	2	6	4	4		
	1.5	1.0		3.6	2.8	1.1	1.7	1.5		2.0	0.8	0.7	2.2	1.1	2.2		
44 O'SHAUGHNESSY	8	4	-	3	1	1	5	2	-	2	6	3	5	6	2		
	1.5	1.9		5.5	0.7	1.1	1.7	1.5		0.7	2.5	1.1	1.8	1.7	1.1		
6 HAIGHT-PARNASSUS	7	1	3	2	1	2	3	2	-	5	2	3	4	6	1		
	1.3	0.5	2.3	3.6	0.7	2.2	1.0	1.5		1.7	0.8	1.1	1.5	1.7	0.5		
7X NORIEGA EXPRESS	7	5	2	-	-	-	2	4	1	3	4	3	4	7	-		
	1.3	2.4	1.5				0.7	3.0	3.7	1.0	1.7	1.1	1.5	2.0			
8AX / 8BX BAYSHORE A/B EXPRESSES	7	2	1	-	4	2	2	3	-	2	5	5	2	3	4		
	1.3	1.0	0.8		2.8	2.2	0.7	2.3		0.7	2.1	1.9	0.7	0.8	2.2		
21 HAYES	7	4	2	1	-	3	4	-	-	4	3	4	3	2	5		
	1.3	1.9	1.5	1.8		3.2	1.4			1.3	1.2	1.5	1.1	0.6	2.7		
31 BALBOA	7	1	4	1	1	-	6	1	-	2	5	1	6	5	2		
	1.3	0.5	3.0	1.8	0.7		2.1	0.8		0.7	2.1	0.4	2.2	1.4	1.1		
41 UNION	7	6	1	-	-	1	4	1	1	5	2	5	2	7	-		
	1.3	2.9	0.8			1.1	1.4	0.8	3.7	1.7	0.8	1.9	0.7	2.0			
2 CLEMENT	6	3	1	-	2	2	3	1	-	3	3	2	4	5	1		
	1.1	1.4	0.8		1.4	2.2	1.0	0.8		1.0	1.2	0.7	1.5	1.4	0.5		
18 46TH AVENUE	6	2	2	-	2	1	3	2	-	2	4	1	5	3	3		
	1.1	1.0	1.5		1.4	1.1	1.0	1.5		0.7	1.7	0.4	1.8	0.8	1.6		
1AX / 1BX CALIFORNIA A/B EXPRESSES	5	3	2	-	-	-	4	1	-	4	1	3	2	3	2		
	0.9	1.4	1.5				1.4	0.8		1.3	0.4	1.1	0.7	0.8	1.1		
35 EUREKA	5	1	1	-	3	-	1	3	1	2	3	3	2	2	3		
	0.9	0.5	0.8		2.1		0.3	2.3	3.7	0.7	1.2	1.1	0.7	0.6	1.6		
37 CORBETT	5	2	1	1	1	1	4	-	-	5	-	4	1	5	-		
	0.9	1.0	0.8	1.8	0.7	1.1	1.4			1.7		1.5	0.4	1.4			

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
54 FELTON	5 0.9	4 1.9	1 0.8	-	-	2	1	2	-	2	3	2	3	1	4	
NX JUDAH EXPRESS (BUS)	5 0.9	2 1.0	1 0.8	1 1.8	1 0.7	2	1	2	-	2	3	2	3	5	-	
67 BERNAL HEIGHTS	4 0.7	2 1.0	-	-	2 1.4	1	2	1	-	3	1	1	3	4	-	
57 PARKMERCED	3 0.6	-	1 0.8	-	2 1.4	-	3	-	-	3	-	-	3	2	1	
23 MONTEREY	3 0.6	-	1 0.8	-	2 1.4	-	2	1	-	2	1	2	1	3	-	
30X MARINA EXPRESS	3 0.6	2 1.0	-	1 1.8	-	-	2	1	-	2	1	2	1	2	1	
36 TERESITA	3 0.6	1 0.5	-	1 1.8	1 0.7	1	1	1	-	2	1	1	2	2	1	
66 QUINTARA	3 0.6	2 1.0	1 0.8	-	-	1	2	-	-	2	1	2	1	1	2	
3 JACKSON	2 0.4	1 0.5	1 0.8	-	-	1	1	-	-	1	1	-	2	-	2	
52 EXCELSIOR	2 0.4	1 0.5	-	-	1 0.7	1	-	-	1	1	1	1	1	1	1	
88 BART SHUTTLE	2 0.4	1 0.5	-	-	-	1	-	1	-	-	2	1	1	1	-	
CABLE CAR - SPECIFY	2 0.4	1 0.5	1 0.8	-	-	1	1	-	-	1	1	-	2	2	-	
25 TREASURE ISLAND	1 0.2	1 0.5	-	-	-	-	1	-	-	1	-	-	1	-	1	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4 WHICH LINE OR ROUTE DO YOU RIDE MOST OFTEN?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		DAYS	TIMES		OR	EXC.	GOOD	FAIR	POOR	YES					NO/DK	
	/WK	/WK	/WK	LESS												
39 COIT	1	1	-	-	-	-	1	-	-	1	-	1	-	1	-	
	0.2	0.5					0.3			0.3		0.4		0.3		
56 RUTLAND	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	
	0.2			1.8			0.3			0.3		0.4		0.3		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4A WHICH MUNI METRO/ UNDERGROUND LINE?

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES
BASE - THOSE WHO USE A MUNI METRO LINE	214	78	50	24	62	28	118	52	14	130	84	119	95	158	55
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
L-TARAVAL	60	22	14	6	18	6	33	14	6	37	23	33	27	48	11
	28.0	28.2	28.0	25.0	29.0	21.4	28.0	26.9	42.9	28.5	27.4	27.7	28.4	30.4	20.0
N-JUDAH	52	18	13	8	13	7	29	14	2	34	18	31	21	37	14
	24.3	23.1	26.0	33.3	21.0	25.0	24.6	26.9	14.3	26.2	21.4	26.1	22.1	23.4	25.5
M-OCEAN VIEW	42	15	10	6	11	6	21	13	2	24	18	21	21	29	12
	19.6	19.2	20.0	25.0	17.7	21.4	17.8	25.0	14.3	18.5	21.4	17.6	22.1	18.4	21.8
J-CHURCH	41	11	8	5	17	6	26	7	1	27	14	21	20	30	10
	19.2	14.1	16.0	20.8	27.4	21.4	22.0	13.5	7.1	20.8	16.7	17.6	21.1	19.0	18.2
K-INGLESIDE	32	11	5	6	10	6	11	12	3	17	15	18	14	25	6
	15.0	14.1	10.0	25.0	16.1	21.4	9.3	23.1	21.4	13.1	17.9	15.1	14.7	15.8	10.9
T-THIRD STREET	24	11	4	1	8	2	13	6	3	11	13	14	10	16	8
	11.2	14.1	8.0	4.2	12.9	7.1	11.0	11.5	21.4	8.5	15.5	11.8	10.5	10.1	14.5
MUNI METRO LINE (UNABLE TO SPECIFY)	17	9	2	1	5	2	9	5	1	11	6	11	6	14	3
	7.9	11.5	4.0	4.2	8.1	7.1	7.6	9.6	7.1	8.5	7.1	9.2	6.3	8.9	5.5
E/F-MARKET AND WHARVES	10	5	5	-	-	5	4	1	-	7	3	6	4	7	3
	4.7	6.4	10.0			17.9	3.4	1.9		5.4	3.6	5.0	4.2	4.4	5.5

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q4B CABLE CAR LINE

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

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
L-TARAVAL	60	22	14	6	18	6	33	14	6	37	23	33	27	48	11	
	11.0	10.5	10.5	10.9	12.6	6.5	11.5	10.5	22.2	12.3	9.5	12.4	9.8	13.5	5.9	
14 / 14R MISSION/MISSION RAPID	55	26	13	4	11	19	30	5	1	24	31	30	25	30	25	
	10.1	12.4	9.8	7.3	7.7	20.4	10.4	3.8	3.7	7.9	12.9	11.2	9.1	8.4	13.5	
38 / 38R GEARY /GEARY RAPID	52	20	12	5	15	5	32	13	2	29	23	23	29	28	24	
	9.6	9.5	9.0	9.1	10.5	5.4	11.1	9.8	7.4	9.6	9.5	8.6	10.5	7.9	13.0	
N-JUDAH	52	18	13	8	13	7	29	14	2	34	18	31	21	37	14	
	9.6	8.6	9.8	14.5	9.1	7.5	10.1	10.5	7.4	11.3	7.5	11.6	7.6	10.4	7.6	
M-OCEAN VIEW	42	15	10	6	11	6	21	13	2	24	18	21	21	29	12	
	7.7	7.1	7.5	10.9	7.7	6.5	7.3	9.8	7.4	7.9	7.5	7.9	7.6	8.1	6.5	
J-CHURCH	41	11	8	5	17	6	26	7	1	27	14	21	20	30	10	
	7.6	5.2	6.0	9.1	11.9	6.5	9.0	5.3	3.7	8.9	5.8	7.9	7.3	8.4	5.4	
K-INGLESIDE	32	11	5	6	10	6	11	12	3	17	15	18	14	25	6	
	5.9	5.2	3.8	10.9	7.0	6.5	3.8	9.0	11.1	5.6	6.2	6.7	5.1	7.0	3.2	
1 CALIFORNIA	24	10	9	4	1	2	12	9	1	15	9	7	17	14	10	
	4.4	4.8	6.8	7.3	0.7	2.2	4.2	6.8	3.7	5.0	3.7	2.6	6.2	3.9	5.4	
T-THIRD STREET	24	11	4	1	8	2	13	6	3	11	13	14	10	16	8	
	4.4	5.2	3.0	1.8	5.6	2.2	4.5	4.5	11.1	3.6	5.4	5.2	3.6	4.5	4.3	
29 SUNSET	23	9	8	2	4	6	13	3	1	9	14	8	15	12	11	
	4.2	4.3	6.0	3.6	2.8	6.5	4.5	2.3	3.7	3.0	5.8	3.0	5.5	3.4	5.9	
49 VAN NESS - MISSION	21	9	7	1	3	4	10	6	1	10	11	11	10	12	9	
	3.9	4.3	5.3	1.8	2.1	4.3	3.5	4.5	3.7	3.3	4.6	4.1	3.6	3.4	4.9	
5 / 5R FULTON / FULTON RAPID	20	7	6	3	4	1	12	7	-	10	10	6	14	11	9	
	3.7	3.3	4.5	5.5	2.8	1.1	4.2	5.3	-	3.3	4.1	2.2	5.1	3.1	4.9	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI											VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR		
8 BAYSHORE	17	8	5	2	2	1	9	6	1	1	16	8	9	8	9		
	3.1	3.8	3.8	3.6	1.4	1.1	3.1	4.5	3.7	0.3	6.6	3.0	3.3	2.2	4.9		
22 FILLMORE	17	5	5	1	6	6	7	4	-	6	11	3	13	14	3		
	3.1	2.4	3.8	1.8	4.2	6.5	2.4	3.0		2.0	4.6	1.1	4.7	3.9	1.6		
MUNI METRO LINE (UNABLE TO SPECIFY)	17	9	2	1	5	2	9	5	1	11	6	11	6	14	3		
	3.1	4.3	1.5	1.8	3.5	2.2	3.1	3.8	3.7	3.6	2.5	4.1	2.2	3.9	1.6		
30 STOCKTON	16	10	4	1	1	1	9	5	1	7	9	6	10	11	5		
	2.9	4.8	3.0	1.8	0.7	1.1	3.1	3.8	3.7	2.3	3.7	2.2	3.6	3.1	2.7		
47 VAN NESS	16	8	5	1	2	3	9	3	1	10	6	8	8	8	8		
	2.9	3.8	3.8	1.8	1.4	3.2	3.1	2.3	3.7	3.3	2.5	3.0	2.9	2.2	4.3		
24 DIVISADERO	15	5	6	-	4	3	7	3	2	9	6	6	9	8	7		
	2.8	2.4	4.5		2.8	3.2	2.4	2.3	7.4	3.0	2.5	2.2	3.3	2.2	3.8		
7/7R HAIGHT-NORIEGA/HAIGHT-NORIEGA RPD	14	8	3	1	2	2	6	6	-	10	4	6	8	11	3		
	2.6	3.8	2.3	1.8	1.4	2.2	2.1	4.5		3.3	1.7	2.2	2.9	3.1	1.6		
38AX / 38BX GEARY A / B EXPRESSES	14	6	4	-	4	2	7	5	-	8	6	5	9	6	8		
	2.6	2.9	3.0		2.8	2.2	2.4	3.8		2.6	2.5	1.9	3.3	1.7	4.3		
27 BRYANT	13	6	3	1	3	3	2	7	1	5	8	6	7	6	7		
	2.4	2.9	2.3	1.8	2.1	3.2	0.7	5.3	3.7	1.7	3.3	2.2	2.5	1.7	3.8		
45 UNION-STOCKTON	13	6	5	-	2	3	6	2	2	7	6	5	8	9	4		
	2.4	2.9	3.8		1.4	3.2	2.1	1.5	7.4	2.3	2.5	1.9	2.9	2.5	2.2		
9 / 9R SAN BRUNO / SAN BRUNO RAPID	12	4	5	-	3	2	8	1	1	4	8	3	9	7	5		
	2.2	1.9	3.8		2.1	2.2	2.8	0.8	3.7	1.3	3.3	1.1	3.3	2.0	2.7		
48 QUINTARA - 24TH STREET	12	3	3	2	4	2	7	3	-	6	6	6	6	9	3		
	2.2	1.4	2.3	3.6	2.8	2.2	2.4	2.3		2.0	2.5	2.2	2.2	2.5	1.6		
10 TOWNSEND	11	6	2	1	2	4	4	3	-	6	5	6	5	6	5		
	2.0	2.9	1.5	1.8	1.4	4.3	1.4	2.3		2.0	2.1	2.2	1.8	1.7	2.7		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	2 YRS		
		DAYS	TIMES		OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO	
	/WK	/WK	/WK	LESS												
43 MASONIC	11	4	2	2	3	4	3	4	-	6	5	3	8	9	2	
	2.0	1.9	1.5	3.6	2.1	4.3	1.0	3.0		2.0	2.1	1.1	2.9	2.5	1.1	
12 FOLSOM - PACIFIC	10	3	4	-	3	3	5	2	-	5	5	4	6	8	2	
	1.8	1.4	3.0		2.1	3.2	1.7	1.5		1.7	2.1	1.5	2.2	2.2	1.1	
E/F-MARKET AND WHARVES	10	5	5	-	-	5	4	1	-	7	3	6	4	7	3	
	1.8	2.4	3.8			5.4	1.4	0.8		2.3	1.2	2.2	1.5	2.0	1.6	
19 POLK	9	2	5	1	1	1	6	2	-	4	5	3	6	4	5	
	1.7	1.0	3.8	1.8	0.7	1.1	2.1	1.5		1.3	2.1	1.1	2.2	1.1	2.7	
31AX / 31BX BALBOA A / B EXPRESSES	9	6	2	-	1	-	6	2	1	5	4	6	3	7	2	
	1.7	2.9	1.5		0.7		2.1	1.5	3.7	1.7	1.7	2.2	1.1	2.0	1.1	
33 ASHBURY-18TH	9	4	2	1	2	-	7	1	1	5	4	4	5	8	1	
	1.7	1.9	1.5	1.8	1.4		2.4	0.8	3.7	1.7	1.7	1.5	1.8	2.2	0.5	
14X MISSION EXPRESS	8	4	2	-	2	2	5	1	-	4	4	2	6	4	4	
	1.5	1.9	1.5		1.4	2.2	1.7	0.8		1.3	1.7	0.7	2.2	1.1	2.2	
28 / 28R 19TH AVE / 19TH AVE RAPID	8	2	-	2	4	1	5	2	-	6	2	2	6	4	4	
	1.5	1.0		3.6	2.8	1.1	1.7	1.5		2.0	0.8	0.7	2.2	1.1	2.2	
44 O'SHAUGHNESSY	8	4	-	3	1	1	5	2	-	2	6	3	5	6	2	
	1.5	1.9		5.5	0.7	1.1	1.7	1.5		0.7	2.5	1.1	1.8	1.7	1.1	
6 HAIGHT-PARNASSUS	7	1	3	2	1	2	3	2	-	5	2	3	4	6	1	
	1.3	0.5	2.3	3.6	0.7	2.2	1.0	1.5		1.7	0.8	1.1	1.5	1.7	0.5	
7X NORIEGA EXPRESS	7	5	2	-	-	-	2	4	1	3	4	3	4	7	-	
	1.3	2.4	1.5				0.7	3.0	3.7	1.0	1.7	1.1	1.5	2.0		
8AX / 8BX BAYSHORE A/B EXPRESSES	7	2	1	-	4	2	2	3	-	2	5	5	2	3	4	
	1.3	1.0	0.8		2.8	2.2	0.7	2.3		0.7	2.1	1.9	0.7	0.8	2.2	
21 HAYES	7	4	2	1	-	3	4	-	-	4	3	4	3	2	5	
	1.3	1.9	1.5	1.8		3.2	1.4			1.3	1.2	1.5	1.1	0.6	2.7	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI											VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR		
31 BALBOA	7 1.3	1 0.5	4 3.0	1 1.8	1 0.7	-	6 2.1	1 0.8	-	2 0.7	5 2.1	1 0.4	6 2.2	5 1.4	2 1.1		
41 UNION	7 1.3	6 2.9	1 0.8	-	-	1 1.1	4 1.4	1 0.8	1 3.7	5 1.7	2 0.8	5 1.9	2 0.7	7 2.0	-		
2 CLEMENT	6 1.1	3 1.4	1 0.8	-	2 1.4	2 2.2	3 1.0	1 0.8	-	3 1.0	3 1.2	2 0.7	4 1.5	5 1.4	1 0.5		
18 46TH AVENUE	6 1.1	2 1.0	2 1.5	-	2 1.4	1 1.1	3 1.0	2 1.5	-	2 0.7	4 1.7	1 0.4	5 1.8	3 0.8	3 1.6		
1AX / 1BX CALIFORNIA A/B EXPRESSES	5 0.9	3 1.4	2 1.5	-	-	-	4 1.4	1 0.8	-	4 1.3	1 0.4	3 1.1	2 0.7	3 0.8	2 1.1		
35 EUREKA	5 0.9	1 0.5	1 0.8	-	3 2.1	-	1 0.3	3 2.3	1 3.7	2 0.7	3 1.2	3 1.1	2 0.7	2 0.6	3 1.6		
37 CORBETT	5 0.9	2 1.0	1 0.8	1 1.8	1 0.7	1 1.1	4 1.4	-	-	5 1.7	-	4 1.5	1 0.4	5 1.4	-		
54 FELTON	5 0.9	4 1.9	1 0.8	-	-	2 2.2	1 0.3	2 1.5	-	2 0.7	3 1.2	2 0.7	3 1.1	1 0.3	4 2.2		
NX JUDAH EXPRESS (BUS)	5 0.9	2 1.0	1 0.8	1 1.8	1 0.7	2 2.2	1 0.3	2 1.5	-	2 0.7	3 1.2	2 0.7	3 1.1	5 1.4	-		
67 BERNAL HEIGHTS	4 0.7	2 1.0	-	-	2 1.4	1 1.1	2 0.7	1 0.8	-	3 1.0	1 0.4	1 0.4	3 1.1	4 1.1	-		
57 PARKMERCED	3 0.6	-	1 0.8	-	2 1.4	-	3 1.0	-	-	3 1.0	-	-	3 1.1	2 0.6	1 0.5		
23 MONTEREY	3 0.6	-	1 0.8	-	2 1.4	-	2 0.7	1 0.8	-	2 0.7	1 0.4	2 0.7	1 0.4	3 0.8	-		
30X MARINA EXPRESS	3 0.6	2 1.0	-	1 1.8	-	-	2 0.7	1 0.8	-	2 0.7	1 0.4	2 0.7	1 0.4	2 0.6	1 0.5		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
36 TERESITA	3	1	-	1	1	1	1	1	-	2	1	1	2	2	1	
	0.6	0.5		1.8	0.7	1.1	0.3	0.8		0.7	0.4	0.4	0.7	0.6	0.5	
66 QUINTARA	3	2	1	-	-	1	2	-	-	2	1	2	1	1	2	
	0.6	1.0	0.8			1.1	0.7			0.7	0.4	0.7	0.4	0.3	1.1	
3 JACKSON	2	1	1	-	-	1	1	-	-	1	1	-	2	-	2	
	0.4	0.5	0.8			1.1	0.3			0.3	0.4		0.7		1.1	
52 EXCELSIOR	2	1	-	-	1	1	-	-	1	1	1	1	1	1	1	
	0.4	0.5			0.7	1.1			3.7	0.3	0.4	0.4	0.4	0.3	0.5	
88 BART SHUTTLE	2	1	-	-	-	1	-	1	-	-	2	1	1	1	-	
	0.4	0.5				1.1		0.8			0.8	0.4	0.4	0.3		
CALIFORNIA STREET CABLE CAR	2	1	1	-	-	1	1	-	-	1	1	-	2	2	-	
	0.4	0.5	0.8			1.1	0.3			0.3	0.4		0.7	0.6		
25 TREASURE ISLAND	1	1	-	-	-	-	1	-	-	1	-	-	1	-	1	
	0.2	0.5					0.3			0.3			0.4		0.5	
39 COIT	1	1	-	-	-	-	1	-	-	1	-	1	-	1	-	
	0.2	0.5					0.3			0.3		0.4		0.3		
56 RUTLAND	1	-	-	1	-	-	1	-	-	1	-	-	1	1	-	
	0.2			1.8			0.3			0.3			0.4	0.3		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q5 HOW OFTEN DO YOU RIDE MUNI?

	HOW OFTEN RIDE MUNI									VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	210	210	-	-	-	35	104	55	15	119	91	109	101	133	76
	38.7	100.0				37.6	36.1	41.4	55.6	39.4	37.8	40.8	36.7	37.4	41.1
SEVERAL TIMES A WEEK	133	-	133	-	-	24	73	30	6	68	65	65	68	83	50
	24.5		100.0			25.8	25.3	22.6	22.2	22.5	27.0	24.3	24.7	23.3	27.0
ABOUT ONCE A WEEK	55	-	-	55	-	12	25	17	1	30	25	29	26	40	15
	10.1			100.0		12.9	8.7	12.8	3.7	9.9	10.4	10.9	9.5	11.2	8.1
TWO OR THREE TIMES A MONTH	71	-	-	-	71	11	42	16	2	48	23	32	38	49	22
	13.1				49.7	11.8	14.6	12.0	7.4	15.9	9.5	12.0	13.8	13.8	11.9
ABOUT ONCE A MONTH	43	-	-	-	43	5	30	8	-	24	19	17	26	28	15
	7.9				30.1	5.4	10.4	6.0		7.9	7.9	6.4	9.5	7.9	8.1
LESS THAN ONCE A MONTH	29	-	-	-	29	6	13	6	3	13	16	14	15	23	6
	5.3				20.3	6.5	4.5	4.5	11.1	4.3	6.6	5.2	5.5	6.5	3.2
DON'T KNOW	2	-	-	-	-	-	1	1	-	-	2	1	1	-	1
	0.4						0.3	0.8			0.8	0.4	0.4		0.5

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
EXCELLENT (4)	93	35	24	12	22	93	-	-	-	33	60	51	42	50	42	
	17.1	16.7	18.0	21.8	15.4	100.0				10.9	24.9	19.1	15.3	14.0	22.7	
GOOD (3)	288	104	73	25	85	-	288	-	-	165	123	137	150	193	95	
	53.0	49.5	54.9	45.5	59.4		100.0			54.6	51.0	51.3	54.5	54.2	51.4	
FAIR (2)	133	55	30	17	30	-	-	133	-	86	47	69	64	93	39	
	24.5	26.2	22.6	30.9	21.0			100.0		28.5	19.5	25.8	23.3	26.1	21.1	
POOR (1)	27	15	6	1	5	-	-	-	27	18	9	9	18	19	8	
	5.0	7.1	4.5	1.8	3.5				100.0	6.0	3.7	3.4	6.5	5.3	4.3	
DON'T KNOW	2	1	-	-	1	-	-	-	-	-	2	1	1	1	1	
	0.4	0.5			0.7						0.8	0.4	0.4	0.3	0.5	
MEAN	2.83	2.76	2.86	2.87	2.87	4.00	3.00	2.00	1.00	2.71	2.98	2.86	2.79	2.77	2.93	
STANDARD DEVIATION	0.77	0.81	0.76	0.77	0.70	0.00	0.00	0.00	0.00	0.74	0.77	0.76	0.78	0.75	0.78	
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.00	0.00	0.00	0.00	0.04	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	/WK	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	110	57	21	10	20	17	51	37	5	65	45	56	54	78	31	
	20.3	27.1	15.8	18.2	14.0	18.3	17.7	27.8	18.5	21.5	18.7	21.0	19.6	21.9	16.8	
OVERCROWDING	91	36	24	6	25	19	42	27	3	52	39	46	45	75	15	
	16.8	17.1	18.0	10.9	17.5	20.4	14.6	20.3	11.1	17.2	16.2	17.2	16.4	21.1	8.1	
BETTER ON-TIME PERFORMANCE	83	36	14	9	24	9	42	25	7	59	24	41	42	59	24	
	15.3	17.1	10.5	16.4	16.8	9.7	14.6	18.8	25.9	19.5	10.0	15.4	15.3	16.6	13.0	
VEHICLE/STATION CLEANLINESS	69	29	17	3	20	6	33	20	9	50	19	35	34	46	23	
	12.7	13.8	12.8	5.5	14.0	6.5	11.5	15.0	33.3	16.6	7.9	13.1	12.4	12.9	12.4	
EXTEND HOURS/ROUTES/ADD/ KEEP ROUTES	44	18	14	5	7	6	24	12	2	30	14	24	20	32	12	
	8.1	8.6	10.5	9.1	4.9	6.5	8.3	9.0	7.4	9.9	5.8	9.0	7.3	9.0	6.5	
BETTER ENFORCEMENT (SENIOR/ DISABLED SEATING, FARE EVASION, VANDALISM/ GRAFFITI, FOOD/DRINK/ SMOKING)	35	9	11	2	13	10	16	6	3	23	12	13	22	22	13	
	6.4	4.3	8.3	3.6	9.1	10.8	5.6	4.5	11.1	7.6	5.0	4.9	8.0	6.2	7.0	
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	34	15	8	2	9	7	19	6	2	18	16	15	19	21	13	
	6.3	7.1	6.0	3.6	6.3	7.5	6.6	4.5	7.4	6.0	6.6	5.6	6.9	5.9	7.0	
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, ETC)	32	19	5	4	3	4	15	10	3	22	10	19	13	25	7	
	5.9	9.0	3.8	7.3	2.1	4.3	5.2	7.5	11.1	7.3	4.1	7.1	4.7	7.0	3.8	
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI – BUS STOPS, STATIONS, WEB SITE) OFTEN INACCURATE	32	17	5	5	5	2	14	15	1	21	11	17	15	23	9	
	5.9	8.1	3.8	9.1	3.5	2.2	4.9	11.3	3.7	7.0	4.6	6.4	5.5	6.5	4.9	
EMPLOYEE HELPFULNESS/ PROFESSIONALISM/DISCIPLINE	31	10	5	4	12	7	10	10	4	17	14	15	16	22	9	
	5.7	4.8	3.8	7.3	8.4	7.5	3.5	7.5	14.8	5.6	5.8	5.6	5.8	6.2	4.9	
IMPROVED/UPGRADED VEHICLES/ EQUIPMENT	26	11	6	3	6	2	18	4	2	12	14	11	15	15	11	
	4.8	5.2	4.5	5.5	4.2	2.2	6.3	3.0	7.4	4.0	5.8	4.1	5.5	4.2	5.9	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
FARES	26	9	7	3	7	8	12	4	2	15	11	19	7	17	9	
	4.8	4.3	5.3	5.5	4.9	8.6	4.2	3.0	7.4	5.0	4.6	7.1	2.5	4.8	4.9	
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	23	7	8	1	7	-	17	6	-	17	6	14	8	19	4	
	4.2	3.3	6.0	1.8	4.9		5.9	4.5		5.6	2.5	5.2	2.9	5.3	2.2	
MORE BUS STOPS	20	7	7	-	6	1	13	4	2	14	6	10	10	15	5	
	3.7	3.3	5.3		4.2	1.1	4.5	3.0	7.4	4.6	2.5	3.7	3.6	4.2	2.7	
OPERATORS DRIVE PAST STOPS/ DON'T WAIT FOR RUNNING PASSENGERS TO BOARD	20	11	8	1	-	1	7	9	3	10	10	7	13	9	11	
	3.7	5.2	6.0	1.8		1.1	2.4	6.8	11.1	3.3	4.1	2.6	4.7	2.5	5.9	
TOO MANY HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES (SMELL/DIRTY/ETC.)	18	5	4	1	8	4	11	3	-	10	8	10	8	11	7	
	3.3	2.4	3.0	1.8	5.6	4.3	3.8	2.3		3.3	3.3	3.7	2.9	3.1	3.8	
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	16	5	2	4	5	1	9	5	1	6	10	9	7	7	9	
	2.9	2.4	1.5	7.3	3.5	1.1	3.1	3.8	3.7	2.0	4.1	3.4	2.5	2.0	4.9	
SATISFIED WITH SERVICE/ OTHER POSITIVE COMMENT	15	4	5	1	5	5	7	3	-	3	12	6	9	7	8	
	2.8	1.9	3.8	1.8	3.5	5.4	2.4	2.3		1.0	5.0	2.2	3.3	2.0	4.3	
BETTER DISABLED/SENIOR ACCESS	10	4	1	1	4	3	5	2	-	5	5	1	9	8	2	
	1.8	1.9	0.8	1.8	2.8	3.2	1.7	1.5		1.7	2.1	0.4	3.3	2.2	1.1	
FASTER TRAVEL TIME/FEWER STOPS/BUS RIGHT OF WAY/ FASTER BOARDING	10	3	2	-	5	-	8	2	-	7	3	7	3	5	5	
	1.8	1.4	1.5		3.5		2.8	1.5		2.3	1.2	2.6	1.1	1.4	2.7	
ANNOUNCE STOPS	10	1	3	4	2	3	5	2	-	4	6	4	6	5	5	
	1.8	0.5	2.3	7.3	1.4	3.2	1.7	1.5		1.3	2.5	1.5	2.2	1.4	2.7	
IMPROVED/REDESIGNED SHELTERS/BUS STOPS/ STATIONS/BETTER MAINTENANCE	9	3	5	1	-	3	3	3	-	4	5	5	4	6	3	
	1.7	1.4	3.8	1.8		3.2	1.0	2.3		1.3	2.1	1.9	1.5	1.7	1.6	
BETTER PASSENGER SAFETY (FROM INJURY)	4	2	-	1	1	2	-	1	1	3	1	1	3	3	1	
	0.7	1.0		1.8	0.7	2.2		0.8	3.7	1.0	0.4	0.4	1.1	0.8	0.5	
TFI'S UNNECESSARY/INTRUSIVE/ INSENSITIVE	3	1	-	-	2	-	3	-	-	2	1	2	1	-	3	
	0.6	0.5			1.4		1.0			0.7	0.4	0.7	0.4		1.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
DISLIKE RED "TRANSIT ONLY" LANES	3 0.6	1 0.5	-	-	2 1.4	-	2 0.7	1 0.8	-	2 0.7	1 0.4	2 0.7	1 0.4	2 0.6	1 0.5	
BETTER RESPONSE TIME TO COMPLAINTS	2 0.4	1 0.5	1 0.8	-	-	-	1 0.3	-	1 3.7	1 0.3	1 0.4	1 0.4	1 0.4	2 0.6	-	
OTHER	2 0.4	-	-	1 1.8	1 0.7	-	1 0.3	1 0.8	-	2 0.7	-	-	2 0.7	1 0.3	1 0.5	
DON'T KNOW/BLANK	40 7.4	12 5.7	8 6.0	7 12.7	13 9.1	9 9.7	22 7.6	7 5.3	1 3.7	14 4.6	26 10.8	18 6.7	22 8.0	20 5.6	20 10.8	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - ALL RESPONDENTS	503	198	125	48	130	84	266	126	26	288	215	249	253	336	165	
	100.0	100.0	100.0	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	110	57	21	10	20	17	51	37	5	65	45	56	54	78	31	
	21.9	28.8	16.8	20.8	15.4	20.2	19.2	29.4	19.2	22.6	20.9	22.5	21.3	23.2	18.8	
OVERCROWDING	91	36	24	6	25	19	42	27	3	52	39	46	45	75	15	
	18.1	18.2	19.2	12.5	19.2	22.6	15.8	21.4	11.5	18.1	18.1	18.5	17.8	22.3	9.1	
BETTER ON-TIME PERFORMANCE	83	36	14	9	24	9	42	25	7	59	24	41	42	59	24	
	16.5	18.2	11.2	18.8	18.5	10.7	15.8	19.8	26.9	20.5	11.2	16.5	16.6	17.6	14.5	
VEHICLE/STATION CLEANLINESS	69	29	17	3	20	6	33	20	9	50	19	35	34	46	23	
	13.7	14.6	13.6	6.3	15.4	7.1	12.4	15.9	34.6	17.4	8.8	14.1	13.4	13.7	13.9	
EXTEND HOURS/ROUTES/ADD/KEEP ROUTES	44	18	14	5	7	6	24	12	2	30	14	24	20	32	12	
	8.7	9.1	11.2	10.4	5.4	7.1	9.0	9.5	7.7	10.4	6.5	9.6	7.9	9.5	7.3	
BETTER ENFORCEMENT (SENIOR/DISABLED SEATING, FARE EVASION, VANDALISM/GRAFFITI, FOOD/DRINK/SMOKING)	35	9	11	2	13	10	16	6	3	23	12	13	22	22	13	
	7.0	4.5	8.8	4.2	10.0	11.9	6.0	4.8	11.5	8.0	5.6	5.2	8.7	6.5	7.9	
BETTER SECURITY/SAFETY FROM CRIME (RIDER SECURITY)	34	15	8	2	9	7	19	6	2	18	16	15	19	21	13	
	6.8	7.6	6.4	4.2	6.9	8.3	7.1	4.8	7.7	6.3	7.4	6.0	7.5	6.3	7.9	
SERVICE RELIABILITY (BREAKDOWNS, DELAYS, ETC)	32	19	5	4	3	4	15	10	3	22	10	19	13	25	7	
	6.4	9.6	4.0	8.3	2.3	4.8	5.6	7.9	11.5	7.6	4.7	7.6	5.1	7.4	4.2	
VEHICLE ARRIVAL PREDICTIONS (NEXT MUNI – BUS STOPS, STATIONS, WEB SITE) OFTEN INACCURATE	32	17	5	5	5	2	14	15	1	21	11	17	15	23	9	
	6.4	8.6	4.0	10.4	3.8	2.4	5.3	11.9	3.8	7.3	5.1	6.8	5.9	6.8	5.5	
EMPLOYEE HELPFULNESS/PROFESSIONALISM/DISCIPLINE	31	10	5	4	12	7	10	10	4	17	14	15	16	22	9	
	6.2	5.1	4.0	8.3	9.2	8.3	3.8	7.9	15.4	5.9	6.5	6.0	6.3	6.5	5.5	
IMPROVED/UPGRADED VEHICLES/EQUIPMENT	26	11	6	3	6	2	18	4	2	12	14	11	15	15	11	
	5.2	5.6	4.8	6.3	4.6	2.4	6.8	3.2	7.7	4.2	6.5	4.4	5.9	4.5	6.7	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
FARES	26	9	7	3	7	8	12	4	2	15	11	19	7	17	9	
	5.2	4.5	5.6	6.3	5.4	9.5	4.5	3.2	7.7	5.2	5.1	7.6	2.8	5.1	5.5	
MORE EFFICIENT SPACING OF VEHICLES (NOT BUNCHED TOGETHER WITH GAPS)	23	7	8	1	7	-	17	6	-	17	6	14	8	19	4	
	4.6	3.5	6.4	2.1	5.4		6.4	4.8		5.9	2.8	5.6	3.2	5.7	2.4	
MORE BUS STOPS	20	7	7	-	6	1	13	4	2	14	6	10	10	15	5	
	4.0	3.5	5.6		4.6	1.2	4.9	3.2	7.7	4.9	2.8	4.0	4.0	4.5	3.0	
OPERATORS DRIVE PAST STOPS/ DON'T WAIT FOR RUNNING PASSENGERS TO BOARD	20	11	8	1	-	1	7	9	3	10	10	7	13	9	11	
	4.0	5.6	6.4	2.1		1.2	2.6	7.1	11.5	3.5	4.7	2.8	5.1	2.7	6.7	
TOO MANY HOMELESS/CRAZY/ IMPAIRED PEOPLE ON VEHICLES (SMELL/DIRTY/ETC.)	18	5	4	1	8	4	11	3	-	10	8	10	8	11	7	
	3.6	2.5	3.2	2.1	6.2	4.8	4.1	2.4		3.5	3.7	4.0	3.2	3.3	4.2	
COMMUNICATION (LANGUAGE BARRIER, ROUTE/DELAY INFORMATION, SIGNAGE, ETC.)	16	5	2	4	5	1	9	5	1	6	10	9	7	7	9	
	3.2	2.5	1.6	8.3	3.8	1.2	3.4	4.0	3.8	2.1	4.7	3.6	2.8	2.1	5.5	
SATISFIED WITH SERVICE/ OTHER POSITIVE COMMENT	15	4	5	1	5	5	7	3	-	3	12	6	9	7	8	
	3.0	2.0	4.0	2.1	3.8	6.0	2.6	2.4		1.0	5.6	2.4	3.6	2.1	4.8	
BETTER DISABLED/SENIOR ACCESS	10	4	1	1	4	3	5	2	-	5	5	1	9	8	2	
	2.0	2.0	0.8	2.1	3.1	3.6	1.9	1.6		1.7	2.3	0.4	3.6	2.4	1.2	
FASTER TRAVEL TIME/FEWER STOPS/BUS RIGHT OF WAY/ FASTER BOARDING	10	3	2	-	5	-	8	2	-	7	3	7	3	5	5	
	2.0	1.5	1.6		3.8		3.0	1.6		2.4	1.4	2.8	1.2	1.5	3.0	
ANNOUNCE STOPS	10	1	3	4	2	3	5	2	-	4	6	4	6	5	5	
	2.0	0.5	2.4	8.3	1.5	3.6	1.9	1.6		1.4	2.8	1.6	2.4	1.5	3.0	
IMPROVED/REDESIGNED SHELTERS/BUS STOPS/ STATIONS/BETTER MAINTENANCE	9	3	5	1	-	3	3	3	-	4	5	5	4	6	3	
	1.8	1.5	4.0	2.1		3.6	1.1	2.4		1.4	2.3	2.0	1.6	1.8	1.8	
BETTER PASSENGER SAFETY (FROM INJURY)	4	2	-	1	1	2	-	1	1	3	1	1	3	3	1	
	0.8	1.0		2.1	0.8	2.4		0.8	3.8	1.0	0.5	0.4	1.2	0.9	0.6	
TFI'S UNNECESSARY/INTRUSIVE/ INSENSITIVE	3	1	-	-	2	-	3	-	-	2	1	2	1	-	3	
	0.6	0.5			1.5		1.1			0.7	0.5	0.8	0.4		1.8	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES
DISLIKE RED "TRANSIT ONLY" LANES	3	1	-	-	2	-	2	1	-	2	1	2	1	2	1
	0.6	0.5			1.5		0.8	0.8		0.7	0.5	0.8	0.4	0.6	0.6
BETTER RESPONSE TIME TO COMPLAINTS	2	1	1	-	-	-	1	-	1	1	1	1	1	2	-
	0.4	0.5	0.8				0.4		3.8	0.3	0.5	0.4	0.4	0.6	
OTHER	2	-	-	1	1	-	1	1	-	2	-	-	2	1	1
	0.4			2.1	0.8		0.4	0.8		0.7			0.8	0.3	0.6
DON'T KNOW/BLANK	40	12	8	7	13	9	22	7	1	14	26	18	22	20	20

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q8 RELIABILITY/ON-TIME PERFORMANCE

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	70	26	13	10	21	37	26	6	1	32	38	35	35	38	31
	12.9	12.4	9.8	18.2	14.7	39.8	9.0	4.5	3.7	10.6	15.8	13.1	12.7	10.7	16.8
GOOD	235	83	67	19	64	43	151	38	2	113	122	124	111	148	86
	43.3	39.5	50.4	34.5	44.8	46.2	52.4	28.6	7.4	37.4	50.6	46.4	40.4	41.6	46.5
FAIR	172	72	41	17	42	7	100	57	8	116	56	81	90	124	48
	31.7	34.3	30.8	30.9	29.4	7.5	34.7	42.9	29.6	38.4	23.2	30.3	32.7	34.8	25.9
POOR	59	27	11	8	13	3	9	32	15	39	20	25	34	41	18
	10.9	12.9	8.3	14.5	9.1	3.2	3.1	24.1	55.6	12.9	8.3	9.4	12.4	11.5	9.7
DON'T KNOW	7	2	1	1	3	3	2	-	1	2	5	2	5	5	2
	1.3	1.0	0.8	1.8	2.1	3.2	0.7		3.7	0.7	2.1	0.7	1.8	1.4	1.1
MEAN	2.59	2.52	2.62	2.57	2.66	3.27	2.68	2.14	1.58	2.46	2.75	2.64	2.54	2.52	2.71
STANDARD DEVIATION	0.85	0.87	0.78	0.96	0.84	0.75	0.68	0.83	0.81	0.85	0.82	0.83	0.87	0.84	0.86
STANDARD ERROR	0.04	0.06	0.07	0.13	0.07	0.08	0.04	0.07	0.16	0.05	0.05	0.05	0.05	0.04	0.06

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	63	29	13	9	11	27	24	10	2	30	33	37	26	37	24	
	11.6	13.8	9.8	16.4	7.7	29.0	8.3	7.5	7.4	9.9	13.7	13.9	9.5	10.4	13.0	
GOOD	235	81	65	23	66	42	150	37	5	130	105	120	114	160	75	
	43.3	38.6	48.9	41.8	46.2	45.2	52.1	27.8	18.5	43.0	43.6	44.9	41.5	44.9	40.5	
FAIR	177	68	40	20	48	20	94	58	5	104	73	85	92	115	62	
	32.6	32.4	30.1	36.4	33.6	21.5	32.6	43.6	18.5	34.4	30.3	31.8	33.5	32.3	33.5	
POOR	61	28	15	2	16	3	19	27	12	35	26	24	37	39	22	
	11.2	13.3	11.3	3.6	11.2	3.2	6.6	20.3	44.4	11.6	10.8	9.0	13.5	11.0	11.9	
DON'T KNOW	7	4	-	1	2	1	1	1	3	3	4	1	6	5	2	
	1.3	1.9		1.8	1.4	1.1	0.3	0.8	11.1	1.0	1.7	0.4	2.2	1.4	1.1	
MEAN	2.56	2.54	2.57	2.72	2.51	3.01	2.62	2.23	1.88	2.52	2.61	2.64	2.48	2.56	2.55	
STANDARD DEVIATION	0.84	0.90	0.82	0.79	0.80	0.81	0.73	0.86	1.03	0.83	0.86	0.83	0.85	0.83	0.87	
STANDARD ERROR	0.04	0.06	0.07	0.11	0.07	0.08	0.04	0.07	0.21	0.05	0.06	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q10 FREQUENCY OF SERVICE

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	77	28	17	11	20	40	28	7	2	35	42	43	34	42	34	
	14.2	13.3	12.8	20.0	14.0	43.0	9.7	5.3	7.4	11.6	17.4	16.1	12.4	11.8	18.4	
GOOD	239	78	68	24	69	40	161	33	4	122	117	112	127	157	81	
	44.0	37.1	51.1	43.6	48.3	43.0	55.9	24.8	14.8	40.4	48.5	41.9	46.2	44.1	43.8	
FAIR	175	74	39	16	45	11	86	74	4	116	59	92	82	120	55	
	32.2	35.2	29.3	29.1	31.5	11.8	29.9	55.6	14.8	38.4	24.5	34.5	29.8	33.7	29.7	
POOR	45	28	8	3	6	1	10	19	15	28	17	17	28	33	12	
	8.3	13.3	6.0	5.5	4.2	1.1	3.5	14.3	55.6	9.3	7.1	6.4	10.2	9.3	6.5	
DON'T KNOW	7	2	1	1	3	1	3	-	2	1	6	3	4	4	3	
	1.3	1.0	0.8	1.8	2.1	1.1	1.0		7.4	0.3	2.5	1.1	1.5	1.1	1.6	
MEAN	2.65	2.51	2.71	2.80	2.74	3.29	2.73	2.21	1.72	2.54	2.78	2.69	2.62	2.59	2.75	
STANDARD DEVIATION	0.83	0.89	0.77	0.83	0.75	0.72	0.68	0.75	1.02	0.82	0.82	0.82	0.83	0.82	0.83	
STANDARD ERROR	0.04	0.06	0.07	0.11	0.06	0.07	0.04	0.06	0.20	0.05	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q11 VEHICLE CLEANLINESS

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	2 YRS		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	40	16	7	7	10	18	16	5	1	20	20	23	17	24	16
	7.4	7.6	5.3	12.7	7.0	19.4	5.6	3.8	3.7	6.6	8.3	8.6	6.2	6.7	8.6
GOOD	235	78	68	23	64	54	140	37	4	117	118	124	110	160	73
	43.3	37.1	51.1	41.8	44.8	58.1	48.6	27.8	14.8	38.7	49.0	46.4	40.0	44.9	39.5
FAIR	189	77	41	22	49	16	101	64	7	120	69	88	101	119	70
	34.8	36.7	30.8	40.0	34.3	17.2	35.1	48.1	25.9	39.7	28.6	33.0	36.7	33.4	37.8
POOR	75	37	16	3	19	5	29	27	14	45	30	31	44	52	23
	13.8	17.6	12.0	5.5	13.3	5.4	10.1	20.3	51.9	14.9	12.4	11.6	16.0	14.6	12.4
DON'T KNOW	4	2	1	-	1	-	2	-	1	-	4	1	3	1	3
	0.7	1.0	0.8		0.7		0.7		3.7		1.7	0.4	1.1	0.3	1.6
MEAN	2.45	2.35	2.50	2.62	2.46	2.91	2.50	2.15	1.69	2.37	2.54	2.52	2.37	2.44	2.45
STANDARD DEVIATION	0.82	0.86	0.78	0.78	0.81	0.76	0.75	0.78	0.88	0.82	0.82	0.81	0.83	0.82	0.82
STANDARD ERROR	0.04	0.06	0.07	0.11	0.07	0.08	0.04	0.07	0.17	0.05	0.05	0.05	0.05	0.04	0.06

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q12 MANGING CROWDING ON MUNI VEHICLES

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	32	13	4	7	8	21	9	2	-	14	18	15	17	16	16
	5.9	6.2	3.0	12.7	5.6	22.6	3.1	1.5		4.6	7.5	5.6	6.2	4.5	8.6
GOOD	158	50	46	16	45	34	90	31	2	70	88	81	76	94	63
	29.1	23.8	34.6	29.1	31.5	36.6	31.3	23.3	7.4	23.2	36.5	30.3	27.6	26.4	34.1
FAIR	208	81	52	20	54	26	126	47	9	126	82	109	99	141	66
	38.3	38.6	39.1	36.4	37.8	28.0	43.8	35.3	33.3	41.7	34.0	40.8	36.0	39.6	35.7
POOR	128	59	30	8	31	9	55	51	13	86	42	57	71	93	35
	23.6	28.1	22.6	14.5	21.7	9.7	19.1	38.3	48.1	28.5	17.4	21.3	25.8	26.1	18.9
DON'T KNOW	17	7	1	4	5	3	8	2	3	6	11	5	12	12	5
	3.1	3.3	0.8	7.3	3.5	3.2	2.8	1.5	11.1	2.0	4.6	1.9	4.4	3.4	2.7
MEAN	2.18	2.08	2.18	2.43	2.22	2.74	2.19	1.88	1.54	2.04	2.36	2.21	2.15	2.10	2.33
STANDARD DEVIATION	0.87	0.89	0.82	0.92	0.86	0.93	0.78	0.82	0.66	0.85	0.87	0.85	0.89	0.85	0.89
STANDARD ERROR	0.04	0.06	0.07	0.13	0.07	0.10	0.05	0.07	0.13	0.05	0.06	0.05	0.06	0.05	0.07

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q13 OPERATOR (DRIVER) HELPFULNESS

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	125	43	30	15	36	42	64	18	1	64	61	61	63	77	47	
	23.0	20.5	22.6	27.3	25.2	45.2	22.2	13.5	3.7	21.2	25.3	22.8	22.9	21.6	25.4	
GOOD	260	108	64	26	62	36	154	61	9	142	118	135	125	173	87	
	47.9	51.4	48.1	47.3	43.4	38.7	53.5	45.9	33.3	47.0	49.0	50.6	45.5	48.6	47.0	
FAIR	115	49	24	6	35	9	59	39	8	71	44	52	63	74	41	
	21.2	23.3	18.0	10.9	24.5	9.7	20.5	29.3	29.6	23.5	18.3	19.5	22.9	20.8	22.2	
POOR	26	5	11	4	6	2	5	12	7	18	8	9	17	21	5	
	4.8	2.4	8.3	7.3	4.2	2.2	1.7	9.0	25.9	6.0	3.3	3.4	6.2	5.9	2.7	
DON'T KNOW	17	5	4	4	4	4	6	3	2	7	10	10	7	11	5	
	3.1	2.4	3.0	7.3	2.8	4.3	2.1	2.3	7.4	2.3	4.1	3.7	2.5	3.1	2.7	
MEAN	2.92	2.92	2.88	3.02	2.92	3.33	2.98	2.65	2.16	2.85	3.00	2.96	2.87	2.89	2.98	
STANDARD DEVIATION	0.81	0.74	0.87	0.86	0.83	0.75	0.71	0.83	0.90	0.83	0.77	0.76	0.84	0.82	0.78	
STANDARD ERROR	0.04	0.05	0.08	0.12	0.07	0.08	0.04	0.07	0.18	0.05	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q14 ACCESSIBILITY FOR RIDERS WITH DISABILITIES

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	159	62	36	17	43	51	81	22	5	78	81	81	78	100	58	
	29.3	29.5	27.1	30.9	30.1	54.8	28.1	16.5	18.5	25.8	33.6	30.3	28.4	28.1	31.4	
GOOD	249	92	67	26	63	30	149	57	12	133	116	119	129	164	84	
	45.9	43.8	50.4	47.3	44.1	32.3	51.7	42.9	44.4	44.0	48.1	44.6	46.9	46.1	45.4	
FAIR	78	33	15	8	22	6	33	34	5	55	23	36	42	54	24	
	14.4	15.7	11.3	14.5	15.4	6.5	11.5	25.6	18.5	18.2	9.5	13.5	15.3	15.2	13.0	
POOR	19	11	5	1	2	1	6	10	2	14	5	9	10	15	4	
	3.5	5.2	3.8	1.8	1.4	1.1	2.1	7.5	7.4	4.6	2.1	3.4	3.6	4.2	2.2	
DON'T KNOW	38	12	10	3	13	5	19	10	3	22	16	22	16	23	15	
	7.0	5.7	7.5	5.5	9.1	5.4	6.6	7.5	11.1	7.3	6.6	8.2	5.8	6.5	8.1	
MEAN	3.09	3.04	3.09	3.13	3.13	3.49	3.13	2.74	2.83	2.98	3.21	3.11	3.06	3.05	3.15	
STANDARD DEVIATION	0.78	0.84	0.76	0.74	0.74	0.68	0.70	0.85	0.87	0.82	0.71	0.78	0.79	0.80	0.75	
STANDARD ERROR	0.03	0.06	0.07	0.10	0.06	0.07	0.04	0.08	0.18	0.05	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q15 COMMUNICATION WITH RIDERS

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
EXCELLENT	50	22	5	6	16	27	18	5	-	26	24	21	29	24	25	
	9.2	10.5	3.8	10.9	11.2	29.0	6.3	3.8		8.6	10.0	7.9	10.5	6.7	13.5	
GOOD	250	87	69	22	71	44	149	53	4	122	128	126	123	160	89	
	46.0	41.4	51.9	40.0	49.7	47.3	51.7	39.8	14.8	40.4	53.1	47.2	44.7	44.9	48.1	
FAIR	166	67	38	20	41	15	88	53	10	102	64	82	84	119	47	
	30.6	31.9	28.6	36.4	28.7	16.1	30.6	39.8	37.0	33.8	26.6	30.7	30.5	33.4	25.4	
POOR	61	30	17	5	9	5	24	19	12	45	16	32	29	45	16	
	11.2	14.3	12.8	9.1	6.3	5.4	8.3	14.3	44.4	14.9	6.6	12.0	10.5	12.6	8.6	
DON'T KNOW	16	4	4	2	6	2	9	3	1	7	9	6	10	8	8	
	2.9	1.9	3.0	3.6	4.2	2.2	3.1	2.3	3.7	2.3	3.7	2.2	3.6	2.2	4.3	
MEAN	2.55	2.49	2.48	2.55	2.69	3.02	2.58	2.34	1.69	2.44	2.69	2.52	2.57	2.47	2.69	
STANDARD DEVIATION	0.82	0.87	0.77	0.82	0.76	0.83	0.74	0.77	0.74	0.85	0.75	0.81	0.83	0.80	0.82	
STANDARD ERROR	0.04	0.06	0.07	0.11	0.07	0.09	0.04	0.07	0.14	0.05	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	56	22	8	8	18	25	24	6	1	29	27	29	27	37	18	
	10.3	10.5	6.0	14.5	12.6	26.9	8.3	4.5	3.7	9.6	11.2	10.9	9.8	10.4	9.7	
GOOD	262	91	69	28	73	46	155	54	6	147	115	138	123	170	91	
	48.3	43.3	51.9	50.9	51.0	49.5	53.8	40.6	22.2	48.7	47.7	51.7	44.7	47.8	49.2	
FAIR	166	65	45	17	38	14	92	51	9	99	67	80	86	111	55	
	30.6	31.0	33.8	30.9	26.6	15.1	31.9	38.3	33.3	32.8	27.8	30.0	31.3	31.2	29.7	
POOR	54	29	10	2	13	6	17	21	10	26	28	18	36	36	18	
	9.9	13.8	7.5	3.6	9.1	6.5	5.9	15.8	37.0	8.6	11.6	6.7	13.1	10.1	9.7	
DON'T KNOW	5	3	1	-	1	2	-	1	1	1	4	2	3	2	3	
	0.9	1.4	0.8		0.7	2.2		0.8	3.7	0.3	1.7	0.7	1.1	0.6	1.6	
MEAN	2.59	2.51	2.57	2.76	2.68	2.99	2.65	2.34	1.92	2.59	2.59	2.67	2.52	2.59	2.60	
STANDARD DEVIATION	0.81	0.86	0.72	0.74	0.81	0.84	0.72	0.80	0.89	0.78	0.84	0.76	0.85	0.81	0.80	
STANDARD ERROR	0.03	0.06	0.06	0.10	0.07	0.09	0.04	0.07	0.17	0.04	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q17 TRIPS TAKE A REASONABLE AMOUNT OF TIME

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	72	25	16	11	20	41	26	5	-	38	34	39	33	43	28	
	13.3	11.9	12.0	20.0	14.0	44.1	9.0	3.8		12.6	14.1	14.6	12.0	12.1	15.1	
GOOD	280	111	67	26	74	43	177	53	6	150	130	140	140	183	96	
	51.6	52.9	50.4	47.3	51.7	46.2	61.5	39.8	22.2	49.7	53.9	52.4	50.9	51.4	51.9	
FAIR	155	58	42	17	38	9	77	62	7	92	63	75	79	108	47	
	28.5	27.6	31.6	30.9	26.6	9.7	26.7	46.6	25.9	30.5	26.1	28.1	28.7	30.3	25.4	
POOR	34	15	8	1	10	-	7	13	14	21	13	13	21	22	12	
	6.3	7.1	6.0	1.8	7.0		2.4	9.8	51.9	7.0	5.4	4.9	7.6	6.2	6.5	
DON'T KNOW	2	1	-	-	1	-	1	-	-	1	1	-	2	-	2	
	0.4	0.5			0.7		0.3			0.3	0.4		0.7		1.1	
MEAN	2.72	2.70	2.68	2.85	2.73	3.34	2.77	2.38	1.70	2.68	2.77	2.77	2.68	2.69	2.77	
STANDARD DEVIATION	0.77	0.77	0.76	0.76	0.79	0.65	0.64	0.71	0.82	0.78	0.76	0.75	0.79	0.76	0.79	
STANDARD ERROR	0.03	0.05	0.07	0.10	0.07	0.07	0.04	0.06	0.16	0.05	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	2 YRS			
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	222	82	54	26	60	59	129	28	6	113	109	108	114	157	64	
	40.9	39.0	40.6	47.3	42.0	63.4	44.8	21.1	22.2	37.4	45.2	40.4	41.5	44.1	34.6	
AGREE SOMEWHAT	241	90	60	24	66	28	127	75	11	145	96	119	121	146	94	
	44.4	42.9	45.1	43.6	46.2	30.1	44.1	56.4	40.7	48.0	39.8	44.6	44.0	41.0	50.8	
DISAGREE SOMEWHAT	55	24	13	4	13	6	24	22	2	33	22	26	29	38	17	
	10.1	11.4	9.8	7.3	9.1	6.5	8.3	16.5	7.4	10.9	9.1	9.7	10.5	10.7	9.2	
DISAGREE STRONGLY	19	10	6	-	3	-	5	7	7	11	8	12	7	12	7	
	3.5	4.8	4.5		2.1		1.7	5.3	25.9	3.6	3.3	4.5	2.5	3.4	3.8	
DON'T KNOW	6	4	-	1	1	-	3	1	1	-	6	2	4	3	3	
	1.1	1.9		1.8	0.7		1.0	0.8	3.7		2.5	0.7	1.5	0.8	1.6	
MEAN	3.24	3.18	3.22	3.41	3.29	3.57	3.33	2.94	2.62	3.19	3.30	3.22	3.26	3.27	3.18	
STANDARD DEVIATION	0.78	0.82	0.80	0.63	0.72	0.61	0.71	0.77	1.13	0.77	0.78	0.80	0.75	0.79	0.75	
STANDARD ERROR	0.03	0.06	0.07	0.09	0.06	0.06	0.04	0.07	0.22	0.04	0.05	0.05	0.05	0.04	0.06	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI =====										VISITED SFMTA.COM =====		GENDER =====		VOTED IN SF IN LAST 2 YRS =====	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	EXC.	RATING OF MUNI SVC. =====			YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS		GOOD	FAIR	POOR							
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	335	136	77	36	86	53	174	92	15	203	132	179	155	230	104	
	61.7	64.8	57.9	65.5	60.1	57.0	60.4	69.2	55.6	67.2	54.8	67.0	56.4	64.6	56.2	
NO	188	65	52	17	52	37	105	36	10	95	93	81	107	117	70	
	34.6	31.0	39.1	30.9	36.4	39.8	36.5	27.1	37.0	31.5	38.6	30.3	38.9	32.9	37.8	
DO NOT WALK TO MY STOP	4	1	-	2	1	1	2	1	-	1	3	2	2	3	1	
	0.7	0.5		3.6	0.7	1.1	0.7	0.8		0.3	1.2	0.7	0.7	0.8	0.5	
DON'T KNOW	16	8	4	-	4	2	7	4	2	3	13	5	11	6	10	
	2.9	3.8	3.0		2.8	2.2	2.4	3.0	7.4	1.0	5.4	1.9	4.0	1.7	5.4	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI									VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR
BASE - TOTAL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	302	119	68	30	85	33	165	86	18	302	-	145	157	223	79
	55.6	56.7	51.1	54.5	59.4	35.5	57.3	64.7	66.7	100.0		54.3	57.1	62.6	42.7
NO	238	90	64	25	57	59	121	47	9	-	238	120	117	131	105
	43.8	42.9	48.1	45.5	39.9	63.4	42.0	35.3	33.3		98.8	44.9	42.5	36.8	56.8
DON'T KNOW	3	1	1	-	1	1	2	-	-	-	3	2	1	2	1
	0.6	0.5	0.8		0.7	1.1	0.7				1.2	0.7	0.4	0.6	0.5

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q20A. HAVE YOU EVER VISITED MUNI'S WEB SITE IN THE PAST SIX MONTHS?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - RESPONDENTS WHO HAVE VISITED MUNI'S WEB SITE	302	119	68	30	85	33	165	86	18	302	-	145	157	223	79	
	100.0	100.0	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	175	76	43	17	39	18	94	51	12	175	-	86	89	135	40	
	57.9	63.9	63.2	56.7	45.9	54.5	57.0	59.3	66.7	57.9		59.3	56.7	60.5	50.6	
NO	124	41	25	12	46	15	68	35	6	124	-	58	66	86	38	
	41.1	34.5	36.8	40.0	54.1	45.5	41.2	40.7	33.3	41.1		40.0	42.0	38.6	48.1	
DON'T KNOW	3	2	-	1	-	-	3	-	-	3	-	1	2	2	1	
	1.0	1.7		3.3			1.8			1.0		0.7	1.3	0.9	1.3	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q20BA HOW WOULD YOU RATE MUNI'S WEBSITE ON THE ABILITY TO FIND WHAT YOU ARE SEARCHING FOR?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.				YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR							
BASE - VISITED WEBSITE	302	119	68	30	85	33	165	86	18	302	-	145	157	223	79	
	100.0	100.0	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	41	17	8	4	12	4	21	16	-	41	-	17	24	27	14	
	13.6	14.3	11.8	13.3	14.1	12.1	12.7	18.6		13.6		11.7	15.3	12.1	17.7	
GOOD	133	51	31	9	42	21	74	31	7	133	-	61	72	100	33	
	44.0	42.9	45.6	30.0	49.4	63.6	44.8	36.0	38.9	44.0		42.1	45.9	44.8	41.8	
FAIR	87	37	21	8	21	4	48	26	9	87	-	45	42	68	19	
	28.8	31.1	30.9	26.7	24.7	12.1	29.1	30.2	50.0	28.8		31.0	26.8	30.5	24.1	
POOR	24	11	6	4	3	1	10	11	2	24	-	13	11	17	7	
	7.9	9.2	8.8	13.3	3.5	3.0	6.1	12.8	11.1	7.9		9.0	7.0	7.6	8.9	
DON'T KNOW	17	3	2	5	7	3	12	2	-	17	-	9	8	11	6	
	5.6	2.5	2.9	16.7	8.2	9.1	7.3	2.3		5.6		6.2	5.1	4.9	7.6	
MEAN	2.67	2.64	2.62	2.52	2.81	2.93	2.69	2.62	2.28	2.67	-	2.60	2.73	2.65	2.74	
STANDARD DEVIATION	0.82	0.85	0.82	0.96	0.74	0.64	0.79	0.94	0.67	0.82		0.83	0.82	0.80	0.88	
STANDARD ERROR	0.05	0.08	0.10	0.19	0.08	0.12	0.06	0.10	0.16	0.05		0.07	0.07	0.06	0.10	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q20BB WHAT IS YOUR OVERALL RATING OF MUNI'S WEBSITE

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK				
BASE - VISITED WEBSITE	302	119	68	30	85	33	165	86	18	302	-	145	157	223	79	
	100.0	100.0	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	32	15	5	3	9	4	18	10	-	32	-	13	19	22	10	
	10.6	12.6	7.4	10.0	10.6	12.1	10.9	11.6		10.6		9.0	12.1	9.9	12.7	
GOOD	166	59	43	11	53	25	96	38	7	166	-	77	89	123	43	
	55.0	49.6	63.2	36.7	62.4	75.8	58.2	44.2	38.9	55.0		53.1	56.7	55.2	54.4	
FAIR	68	30	14	10	14	2	33	24	9	68	-	38	30	53	15	
	22.5	25.2	20.6	33.3	16.5	6.1	20.0	27.9	50.0	22.5		26.2	19.1	23.8	19.0	
POOR	21	11	5	2	3	-	9	10	2	21	-	9	12	14	7	
	7.0	9.2	7.4	6.7	3.5		5.5	11.6	11.1	7.0		6.2	7.6	6.3	8.9	
DON'T KNOW	15	4	1	4	6	2	9	4	-	15	-	8	7	11	4	
	5.0	3.4	1.5	13.3	7.1	6.1	5.5	4.7		5.0		5.5	4.5	4.9	5.1	
MEAN	2.73	2.68	2.72	2.58	2.86	3.06	2.79	2.59	2.28	2.73	-	2.69	2.77	2.72	2.75	
STANDARD DEVIATION	0.75	0.82	0.71	0.81	0.66	0.44	0.72	0.86	0.67	0.75		0.74	0.77	0.74	0.81	
STANDARD ERROR	0.04	0.08	0.09	0.16	0.07	0.08	0.06	0.09	0.16	0.04		0.06	0.06	0.05	0.09	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q21 HAVE YOU EVER DOWNLOADED A MUNI RELATED APP?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	276	122	68	27	59	38	156	70	11	170	106	135	140	189	87	
	50.8	58.1	51.1	49.1	41.3	40.9	54.2	52.6	40.7	56.3	44.0	50.6	50.9	53.1	47.0	
NO	262	87	64	28	81	54	130	61	16	129	133	129	133	165	95	
	48.3	41.4	48.1	50.9	56.6	58.1	45.1	45.9	59.3	42.7	55.2	48.3	48.4	46.3	51.4	
DON'T KNOW	5	1	1	-	3	1	2	2	-	3	2	3	2	2	3	
	0.9	0.5	0.8		2.1	1.1	0.7	1.5		1.0	0.8	1.1	0.7	0.6	1.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q21A WHICH MUNI RELATED APP DO YOU USE?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.				SFMTA.COM		MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - DOWNLOADED A MUNI RELATED APP	276	122	68	27	59	38	156	70	11	170	106	135	140	189	87	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
NEXT BUS	136	66	28	17	25	19	73	36	7	85	51	58	77	96	40	
	49.3	54.1	41.2	63.0	42.4	50.0	46.8	51.4	63.6	50.0	48.1	43.0	55.0	50.8	46.0	
ROUTESY	60	25	18	4	13	6	39	13	2	38	22	30	30	42	18	
	21.7	20.5	26.5	14.8	22.0	15.8	25.0	18.6	18.2	22.4	20.8	22.2	21.4	22.2	20.7	
MUNIMOBILE	14	4	6	-	4	4	6	4	-	8	6	8	6	10	4	
	5.1	3.3	8.8		6.8	10.5	3.8	5.7		4.7	5.7	5.9	4.3	5.3	4.6	
QUICKY TRANSIT	11	7	3	1	-	-	8	3	-	10	1	8	3	10	1	
	4.0	5.7	4.4	3.7			5.1	4.3		5.9	0.9	5.9	2.1	5.3	1.1	
TRANSIT TRACKER	10	4	4	1	1	1	6	3	-	5	5	7	3	7	3	
	3.6	3.3	5.9	3.7	1.7	2.6	3.8	4.3		2.9	4.7	5.2	2.1	3.7	3.4	
511	9	4	1	1	3	-	7	2	-	7	2	4	5	8	1	
	3.3	3.3	1.5	3.7	5.1		4.5	2.9		4.1	1.9	3.0	3.6	4.2	1.1	
GOOGLE MAPS	9	4	2	-	3	1	5	3	-	6	3	5	4	5	4	
	3.3	3.3	2.9		5.1	2.6	3.2	4.3		3.5	2.8	3.7	2.9	2.6	4.6	
MOVE IT	9	3	2	-	4	1	7	1	-	7	2	5	4	4	5	
	3.3	2.5	2.9		6.8	2.6	4.5	1.4		4.1	1.9	3.7	2.9	2.1	5.7	
MUNI ALERTS PRO	7	5	1	-	1	-	5	2	-	3	4	5	2	3	4	
	2.5	4.1	1.5		1.7		3.2	2.9		1.8	3.8	3.7	1.4	1.6	4.6	
SWIFTLY	4	-	1	1	2	-	1	3	-	2	2	1	3	2	2	
	1.4		1.5	3.7	3.4		0.6	4.3		1.2	1.9	0.7	2.1	1.1	2.3	
POCKET MUNI	3	-	2	1	-	-	3	-	-	3	-	3	-	3	-	
	1.1		2.9	3.7			1.9			1.8		2.2		1.6		
CITYMAPPER	2	1	1	-	-	1	-	1	-	-	2	1	1	2	-	
	0.7	0.8	1.5			2.6		1.4			1.9	0.7	0.7	1.1		

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q21A WHICH MUNI RELATED APP DO YOU USE?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
MUNI WATCH	2	-	1	-	1	-	2	-	-	1	1	2	-	1	1	
	0.7		1.5		1.7		1.3			0.6	0.9	1.5		0.5	1.1	
ROVER	2	-	1	-	1	2	-	-	-	1	1	1	1	2	-	
	0.7		1.5		1.7	5.3				0.6	0.9	0.7	0.7	1.1		
DON'T REMEMBER	16	6	4	1	5	7	5	2	2	10	6	9	7	10	6	
	5.8	4.9	5.9	3.7	8.5	18.4	3.2	2.9	18.2	5.9	5.7	6.7	5.0	5.3	6.9	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	80	28	25	8	19	12	37	25	6	63	17	55	25	69	11	
	14.7	13.3	18.8	14.5	13.3	12.9	12.8	18.8	22.2	20.9	7.1	20.6	9.1	19.4	5.9	
SOMEWHAT FAMILIAR	196	70	40	17	67	30	104	51	11	126	70	95	101	145	49	
	36.1	33.3	30.1	30.9	46.9	32.3	36.1	38.3	40.7	41.7	29.0	35.6	36.7	40.7	26.5	
NOT TOO FAMILIAR	157	60	42	17	38	27	92	32	5	80	77	76	80	92	65	
	28.9	28.6	31.6	30.9	26.6	29.0	31.9	24.1	18.5	26.5	32.0	28.5	29.1	25.8	35.1	
NOT AT ALL FAMILIAR	101	47	23	13	18	22	51	24	4	32	69	40	61	48	53	
	18.6	22.4	17.3	23.6	12.6	23.7	17.7	18.0	14.8	10.6	28.6	15.0	22.2	13.5	28.6	
DON'T KNOW	9	5	3	-	1	2	4	1	1	1	8	1	8	2	7	
	1.7	2.4	2.3		0.7	2.2	1.4	0.8	3.7	0.3	3.3	0.4	2.9	0.6	3.8	
MEAN	2.48	2.39	2.52	2.36	2.61	2.35	2.45	2.58	2.73	2.73	2.15	2.62	2.34	2.66	2.10	
STANDARD DEVIATION	0.96	0.99	1.00	1.01	0.87	0.99	0.93	1.00	1.00	0.91	0.93	0.98	0.93	0.94	0.90	
STANDARD ERROR	0.04	0.07	0.09	0.14	0.07	0.10	0.06	0.09	0.20	0.05	0.06	0.06	0.06	0.05	0.07	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q23. HAVE YOU SUBMITTED A COMPLAINT OR SUGGESTION TO MUNI WITHIN THE PAST COUPLE OF YEARS?

	HOW OFTEN RIDE MUNI -----									VISITED SFMTA.COM -----		GENDER -----		VOTED IN SF IN LAST 2 YRS -----	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC. -----			YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	88	51	21	9	7	11	38	29	10	61	27	48	40	76	12
	16.2	24.3	15.8	16.4	4.9	11.8	13.2	21.8	37.0	20.2	11.2	18.0	14.5	21.3	6.5
NO	451	157	111	46	135	82	248	102	17	240	211	216	234	277	172
	83.1	74.8	83.5	83.6	94.4	88.2	86.1	76.7	63.0	79.5	87.6	80.9	85.1	77.8	93.0
DON'T KNOW	4	2	1	-	1	-	2	2	-	1	3	3	1	3	1
	0.7	1.0	0.8		0.7		0.7	1.5		0.3	1.2	1.1	0.4	0.8	0.5

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q24. IF YOU WERE TO SUBMIT A COMPLAINT OR SUGGESTION TO MUNI, HOW WOULD YOU PREFER TO SUBMIT IT?

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
THROUGH A WEBSITE ON YOUR PHONE OR COMPUTER	231	79	49	27	75	35	127	62	6	166	65	124	107	167	63	
	42.5	37.6	36.8	49.1	52.4	37.6	44.1	46.6	22.2	55.0	27.0	46.4	38.9	46.9	34.1	
CALLING A PHONE NUMBER	155	60	40	21	33	31	76	37	11	65	90	72	82	104	50	
	28.5	28.6	30.1	38.2	23.1	33.3	26.4	27.8	40.7	21.5	37.3	27.0	29.8	29.2	27.0	
USING AN APP (APPLICATION) ON YOUR PHONE	82	33	19	9	21	13	45	20	4	54	28	35	47	51	31	
	15.1	15.7	14.3	16.4	14.7	14.0	15.6	15.0	14.8	17.9	11.6	13.1	17.1	14.3	16.8	
THROUGH SOCIAL MEDIA SUCH AS TWITTER OR FACEBOOK	32	14	12	1	5	7	15	8	2	16	16	19	13	17	15	
	5.9	6.7	9.0	1.8	3.5	7.5	5.2	6.0	7.4	5.3	6.6	7.1	4.7	4.8	8.1	
EMAIL	26	9	5	2	10	3	17	3	3	16	10	15	11	19	7	
	4.8	4.3	3.8	3.6	7.0	3.2	5.9	2.3	11.1	5.3	4.1	5.6	4.0	5.3	3.8	
IN PERSON TO AN OPERATOR/AT A STATION/CENTRAL OFFICE	18	10	5	-	3	4	7	4	3	3	15	13	5	9	9	
	3.3	4.8	3.8		2.1	4.3	2.4	3.0	11.1	1.0	6.2	4.9	1.8	2.5	4.9	
MAIL	10	4	3	1	2	3	6	1	-	3	7	2	8	5	5	
	1.8	1.9	2.3	1.8	1.4	3.2	2.1	0.8		1.0	2.9	0.7	2.9	1.4	2.7	
311	4	2	1	-	1	-	4	-	-	3	1	2	2	4	-	
	0.7	1.0	0.8		0.7		1.4			1.0	0.4	0.7	0.7	1.1		
DON'T KNOW (DON'T READ)	22	9	7	-	6	2	12	5	2	-	22	4	18	6	16	
	4.1	4.3	5.3		4.2	2.2	4.2	3.8	7.4		9.1	1.5	6.5	1.7	8.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q25 HOW WOULD YOU PREFER TO HEAR BACK FROM MUNI ABOUT A COMPLAINT OR SUGGESTION THAT WAS SUBMITTED

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
EMAIL	351	126	80	38	106	50	192	91	17	241	110	180	170	249	100	
	64.6	60.0	60.2	69.1	74.1	53.8	66.7	68.4	63.0	79.8	45.6	67.4	61.8	69.9	54.1	
OVER THE PHONE	111	50	27	9	25	23	55	23	10	47	64	57	54	69	42	
	20.4	23.8	20.3	16.4	17.5	24.7	19.1	17.3	37.0	15.6	26.6	21.3	19.6	19.4	22.7	
BY US MAIL	50	21	14	5	10	15	23	10	2	12	38	17	33	30	20	
	9.2	10.0	10.5	9.1	7.0	16.1	8.0	7.5	7.4	4.0	15.8	6.4	12.0	8.4	10.8	
THROUGH SOCIAL MEDIA SUCH AS TWITTER OR FACEBOOK	32	10	13	2	6	8	14	8	2	19	13	23	9	19	13	
	5.9	4.8	9.8	3.6	4.2	8.6	4.9	6.0	7.4	6.3	5.4	8.6	3.3	5.3	7.0	
TEXT	9	4	2	2	1	2	5	1	1	3	6	5	4	5	4	
	1.7	1.9	1.5	3.6	0.7	2.2	1.7	0.8	3.7	1.0	2.5	1.9	1.5	1.4	2.2	
APP	4	4	-	-	-	-	3	1	-	3	1	3	1	4	-	
	0.7	1.9					1.0	0.8		1.0	0.4	1.1	0.4	1.1		
IN PERSON	3	2	-	1	-	-	2	1	-	-	3	2	1	-	3	
	0.6	1.0		1.8			0.7	0.8			1.2	0.7	0.4		1.6	
DON'T KNOW	21	10	6	-	5	3	11	4	2	1	20	4	17	8	13	
	3.9	4.8	4.5		3.5	3.2	3.8	3.0	7.4	0.3	8.3	1.5	6.2	2.2	7.0	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	271	160	63	16	32	38	144	67	21	158	113	136	135	172	98	
	49.9	76.2	47.4	29.1	22.4	40.9	50.0	50.4	77.8	52.3	46.9	50.9	49.1	48.3	53.0	
RECREATION / ENTERTAINMENT / RESTAURANT	110	17	25	15	53	25	55	25	5	61	49	51	59	83	26	
	20.3	8.1	18.8	27.3	37.1	26.9	19.1	18.8	18.5	20.2	20.3	19.1	21.5	23.3	14.1	
PERSONAL BUSINESS (APPOINTMENTS, ETC.)	108	22	33	14	37	16	56	32	4	60	48	52	55	81	26	
	19.9	10.5	24.8	25.5	25.9	17.2	19.4	24.1	14.8	19.9	19.9	19.5	20.0	22.8	14.1	
SHOPPING	101	28	30	14	29	20	52	23	5	47	54	34	67	59	42	
	18.6	13.3	22.6	25.5	20.3	21.5	18.1	17.3	18.5	15.6	22.4	12.7	24.4	16.6	22.7	
MEDICAL	54	16	16	6	16	13	28	11	2	21	33	17	37	39	15	
	9.9	7.6	12.0	10.9	11.2	14.0	9.7	8.3	7.4	7.0	13.7	6.4	13.5	11.0	8.1	
SCHOOL/UNIVERSITY	50	24	15	3	7	6	34	9	1	25	25	18	32	18	32	
	9.2	11.4	11.3	5.5	4.9	6.5	11.8	6.8	3.7	8.3	10.4	6.7	11.6	5.1	17.3	
VISIT FRIENDS OR FAMILY	49	20	9	10	10	9	24	14	2	22	27	19	30	33	16	
	9.0	9.5	6.8	18.2	7.0	9.7	8.3	10.5	7.4	7.3	11.2	7.1	10.9	9.3	8.6	
WORK RELATED BUSINESS	43	16	11	5	11	3	25	11	4	27	16	29	14	36	7	
	7.9	7.6	8.3	9.1	7.7	3.2	8.7	8.3	14.8	8.9	6.6	10.9	5.1	10.1	3.8	
DON'T KNOW	6	-	3	-	3	1	1	4	-	3	3	6	-	3	3	
	1.1		2.3		2.1	1.1	0.3	3.0		1.0	1.2	2.2		0.8	1.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27 HOW DO YOU USUALLY PAY YOUR MUNI FARE?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	338	153	80	29	76	50	185	88	14	212	126	171	166	233	104	
	62.2	72.9	60.2	52.7	53.1	53.8	64.2	66.2	51.9	70.2	52.3	64.0	60.4	65.4	56.2	
CASH	157	33	38	20	64	31	78	36	11	71	86	79	78	91	65	
	28.9	15.7	28.6	36.4	44.8	33.3	27.1	27.1	40.7	23.5	35.7	29.6	28.4	25.6	35.1	
FREE MUNI FOR YOUTH. SENIORS OR PERSONS WITH DISABILITIES	36	17	11	5	3	11	18	6	1	12	24	11	25	25	11	
	6.6	8.1	8.3	9.1	2.1	11.8	6.3	4.5	3.7	4.0	10.0	4.1	9.1	7.0	5.9	
LIFELINE	9	6	3	-	-	-	6	2	1	6	3	5	4	7	2	
	1.7	2.9	2.3				2.1	1.5	3.7	2.0	1.2	1.9	1.5	2.0	1.1	
PASS ISSUED BY UNIVERSITY	1	1	-	-	-	-	1	-	-	-	1	-	1	-	1	
	0.2	0.5					0.3				0.4		0.4		0.5	
DON'T KNOW	2	-	1	1	-	1	-	1	-	1	1	1	1	-	2	
	0.4		0.8	1.8		1.1		0.8		0.3	0.4	0.4	0.4		1.1	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q27A (IF CASH) WHAT IS THE PRIMARY REASON THAT YOU USE CASH?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - USED CASH TO PAY MUNI FARE	157	33	38	20	64	31	78	36	11	71	86	79	78	91	65	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
CASH TRANSFER IS A BETTER VALUE	20	9	4	2	4	2	9	5	4	10	10	10	10	9	11	
	12.7	27.3	10.5	10.0	6.3	6.5	11.5	13.9	36.4	14.1	11.6	12.7	12.8	9.9	16.9	
DON'T LIKE CARRYING A CLIPPER CARD/WORRIED ABOUT PRIVACY	9	1	3	2	3	1	4	3	1	6	3	6	3	6	3	
	5.7	3.0	7.9	10.0	4.7	3.2	5.1	8.3	9.1	8.5	3.5	7.6	3.8	6.6	4.6	
PREFER TO PAY AS I RIDE	84	14	22	12	35	15	44	20	4	37	47	45	39	50	33	
	53.5	42.4	57.9	60.0	54.7	48.4	56.4	55.6	36.4	52.1	54.7	57.0	50.0	54.9	50.8	
OTHER (UNSPECIFIED)	33	8	5	2	18	10	15	6	2	13	20	13	20	17	16	
	21.0	24.2	13.2	10.0	28.1	32.3	19.2	16.7	18.2	18.3	23.3	16.5	25.6	18.7	24.6	
DON'T KNOW HOW TO GET/USE CLIPPER	4	1	2	1	-	2	2	-	-	2	2	3	1	4	-	
	2.5	3.0	5.3	5.0	-	6.5	2.6	-	-	2.8	2.3	3.8	1.3	4.4	-	
LOST/HAVEN'T REPLACED CLIPPER CARD	3	-	1	1	1	1	2	-	-	2	1	1	2	2	1	
	1.9	-	2.6	5.0	1.6	3.2	2.6	-	-	2.8	1.2	1.3	2.6	2.2	1.5	
DON'T USE MUNI ENOUGH FOR IT TO BE WORTHWHILE	4	-	1	-	3	-	2	2	-	1	3	1	3	3	1	
	2.5	-	2.6	-	4.7	-	2.6	5.6	-	1.4	3.5	1.3	3.8	3.3	1.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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 RIDESHARING SERVICE SUCH AS UBER	159	59	37	20	43	21	85	46	6	104	55	87	72	104	55	
	29.3	28.1	27.8	36.4	30.1	22.6	29.5	34.6	22.2	34.4	22.8	32.6	26.2	29.2	29.7	
WALK	114	60	26	4	23	20	59	27	8	67	47	57	56	71	41	
	21.0	28.6	19.5	7.3	16.1	21.5	20.5	20.3	29.6	22.2	19.5	21.3	20.4	19.9	22.2	
DRIVE (MYSELF)	76	15	16	10	35	8	44	18	5	46	30	34	42	59	17	
	14.0	7.1	12.0	18.2	24.5	8.6	15.3	13.5	18.5	15.2	12.4	12.7	15.3	16.6	9.2	
USE OTHER TRANSIT, SUCH AS BART	65	30	15	6	14	13	36	12	4	33	32	29	36	40	25	
	12.0	14.3	11.3	10.9	9.8	14.0	12.5	9.0	14.8	10.9	13.3	10.9	13.1	11.2	13.5	
USE A TAXI	50	20	16	5	9	13	19	16	2	19	31	24	26	34	16	
	9.2	9.5	12.0	9.1	6.3	14.0	6.6	12.0	7.4	6.3	12.9	9.0	9.5	9.6	8.6	
GET A RIDE	31	12	10	3	6	4	18	7	2	13	18	4	27	18	13	
	5.7	5.7	7.5	5.5	4.2	4.3	6.3	5.3	7.4	4.3	7.5	1.5	9.8	5.1	7.0	
WOULD NOT HAVE MADE TRIP	29	9	8	4	7	10	17	2	-	11	18	16	13	18	11	
	5.3	4.3	6.0	7.3	4.9	10.8	5.9	1.5		3.6	7.5	6.0	4.7	5.1	5.9	
RIDE A BICYCLE	19	5	5	3	6	4	10	5	-	9	10	16	3	12	7	
	3.5	2.4	3.8	5.5	4.2	4.3	3.5	3.8		3.0	4.1	6.0	1.1	3.4	3.8	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.				YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR							
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	22	9	8	-	5	8	9	4	1	7	15	16	6	11	10	
	4.1	4.3	6.0		3.5	8.6	3.1	3.0	3.7	2.3	6.2	6.0	2.2	3.1	5.4	
94103	21	14	-	3	4	7	10	4	-	9	12	10	11	10	11	
	3.9	6.7		5.5	2.8	7.5	3.5	3.0		3.0	5.0	3.7	4.0	2.8	5.9	
94104	2	-	-	-	2	-	2	-	-	1	1	2	-	1	1	
	0.4				1.4		0.7			0.3	0.4	0.7		0.3	0.5	
94105	2	1	-	-	1	-	1	-	1	1	1	1	1	2	-	
	0.4	0.5			0.7		0.3		3.7	0.3	0.4	0.4	0.4	0.6		
94107	16	6	3	1	6	1	11	4	-	9	7	11	4	10	6	
	2.9	2.9	2.3	1.8	4.2	1.1	3.8	3.0		3.0	2.9	4.1	1.5	2.8	3.2	
94108	9	3	4	1	1	1	6	2	-	5	4	5	4	5	4	
	1.7	1.4	3.0	1.8	0.7	1.1	2.1	1.5		1.7	1.7	1.9	1.5	1.4	2.2	
94109	36	14	13	3	6	8	15	10	3	19	17	17	19	18	18	
	6.6	6.7	9.8	5.5	4.2	8.6	5.2	7.5	11.1	6.3	7.1	6.4	6.9	5.1	9.7	
94110	57	17	13	4	23	9	34	13	1	36	21	29	28	43	14	
	10.5	8.1	9.8	7.3	16.1	9.7	11.8	9.8	3.7	11.9	8.7	10.9	10.2	12.1	7.6	
94111	6	2	2	1	1	1	3	2	-	3	3	5	1	5	1	
	1.1	1.0	1.5	1.8	0.7	1.1	1.0	1.5		1.0	1.2	1.9	0.4	1.4	0.5	
94112	58	25	11	6	15	16	30	9	3	32	26	28	30	32	26	
	10.7	11.9	8.3	10.9	10.5	17.2	10.4	6.8	11.1	10.6	10.8	10.5	10.9	9.0	14.1	
94114	21	8	7	1	5	3	11	4	3	16	5	9	12	15	6	
	3.9	3.8	5.3	1.8	3.5	3.2	3.8	3.0	11.1	5.3	2.1	3.4	4.4	4.2	3.2	
94115	30	16	4	1	9	6	15	9	-	20	10	9	21	18	12	
	5.5	7.6	3.0	1.8	6.3	6.5	5.2	6.8		6.6	4.1	3.4	7.6	5.1	6.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
94116	26	10	7	3	6	4	15	5	1	14	12	13	13	21	5	
	4.8	4.8	5.3	5.5	4.2	4.3	5.2	3.8	3.7	4.6	5.0	4.9	4.7	5.9	2.7	
94117	30	10	6	8	6	4	13	12	1	21	9	20	10	23	7	
	5.5	4.8	4.5	14.5	4.2	4.3	4.5	9.0	3.7	7.0	3.7	7.5	3.6	6.5	3.8	
94118	19	6	4	2	7	-	10	6	2	14	5	8	11	14	5	
	3.5	2.9	3.0	3.6	4.9		3.5	4.5	7.4	4.6	2.1	3.0	4.0	3.9	2.7	
94121	22	9	5	3	5	1	15	5	1	10	12	13	9	12	10	
	4.1	4.3	3.8	5.5	3.5	1.1	5.2	3.8	3.7	3.3	5.0	4.9	3.3	3.4	5.4	
94122	38	16	11	4	7	7	21	10	-	20	18	19	19	28	10	
	7.0	7.6	8.3	7.3	4.9	7.5	7.3	7.5		6.6	7.5	7.1	6.9	7.9	5.4	
94123	12	4	4	1	3	3	5	4	-	9	3	5	7	9	3	
	2.2	1.9	3.0	1.8	2.1	3.2	1.7	3.0		3.0	1.2	1.9	2.5	2.5	1.6	
94124	20	7	4	4	5	3	12	3	2	6	14	8	12	12	8	
	3.7	3.3	3.0	7.3	3.5	3.2	4.2	2.3	7.4	2.0	5.8	3.0	4.4	3.4	4.3	
94127	14	2	3	2	7	1	5	6	2	11	3	6	8	13	1	
	2.6	1.0	2.3	3.6	4.9	1.1	1.7	4.5	7.4	3.6	1.2	2.2	2.9	3.7	0.5	
94129	2	-	-	1	1	-	2	-	-	1	1	-	2	1	1	
	0.4			1.8	0.7		0.7			0.3	0.4		0.7	0.3	0.5	
94130	3	3	-	-	-	-	3	-	-	3	-	-	3	2	1	
	0.6	1.4					1.0			1.0			1.1	0.6	0.5	
94131	21	5	6	3	7	3	11	6	1	12	9	10	11	17	4	
	3.9	2.4	4.5	5.5	4.9	3.2	3.8	4.5	3.7	4.0	3.7	3.7	4.0	4.8	2.2	
94132	17	4	6	1	6	1	12	3	1	12	5	7	10	13	4	
	3.1	1.9	4.5	1.8	4.2	1.1	4.2	2.3	3.7	4.0	2.1	2.6	3.6	3.7	2.2	
94133	13	8	4	-	1	3	5	5	-	7	6	5	8	6	7	
	2.4	3.8	3.0		0.7	3.2	1.7	3.8		2.3	2.5	1.9	2.9	1.7	3.8	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
94134	19	9	4	2	3	1	9	6	3	3	16	7	12	11	7	
	3.5	4.3	3.0	3.6	2.1	1.1	3.1	4.5	11.1	1.0	6.6	2.6	4.4	3.1	3.8	
94158	2	1	1	-	-	-	1	-	1	-	2	2	-	2	-	
	0.4	0.5	0.8				0.3		3.7		0.8	0.7		0.6		
REFUSED	5	1	3	-	1	2	2	1	-	1	4	2	3	2	3	
	0.9	0.5	2.3		0.7	2.2	0.7	0.8		0.3	1.7	0.7	1.1	0.6	1.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		DAYS	TIMES		OR	EXC.	GOOD	FAIR	POOR	YES					NO/DK	
	/WK	/WK	/WK	LESS												
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	386	176	84	33	91	58	202	98	26	228	158	194	191	254	130	
	71.1	83.8	63.2	60.0	63.6	62.4	70.1	73.7	96.3	75.5	65.6	72.7	69.5	71.3	70.3	
WORK OUTSIDE OF SAN FRANCISCO	60	12	14	10	24	9	31	20	-	37	23	39	21	36	24	
	11.0	5.7	10.5	18.2	16.8	9.7	10.8	15.0		12.3	9.5	14.6	7.6	10.1	13.0	
DO NOT WORK	97	22	35	12	28	26	55	15	1	37	60	34	63	66	31	
	17.9	10.5	26.3	21.8	19.6	28.0	19.1	11.3	3.7	12.3	24.9	12.7	22.9	18.5	16.8	
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	356	133	83	40	100	50	193	93	19	223	133	186	169	356	-	
	65.6	63.3	62.4	72.7	69.9	53.8	67.0	69.9	70.4	73.8	55.2	69.7	61.5	100.0	-	
NO	185	76	50	15	43	42	95	39	8	79	106	80	105	-	185	
	34.1	36.2	37.6	27.3	30.1	45.2	33.0	29.3	29.6	26.2	44.0	30.0	38.2	-	100.0	
DON'T KNOW	2	1	-	-	-	1	-	1	-	-	2	1	1	-	-	
	0.4	0.5	-	-	-	1.1	-	0.8	-	-	0.8	0.4	0.4	-	-	
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR	POOR	YES	NO/DK					
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	268	88	67	35	78	46	149	64	8	168	100	155	112	210	57	
	49.4	41.9	50.4	63.6	54.5	49.5	51.7	48.1	29.6	55.6	41.5	58.1	40.7	59.0	30.8	
ASIAN	134	56	38	7	32	18	73	34	8	67	67	44	90	67	67	
	24.7	26.7	28.6	12.7	22.4	19.4	25.3	25.6	29.6	22.2	27.8	16.5	32.7	18.8	36.2	
HISPANIC/LATINO	77	33	18	4	21	16	38	21	2	38	39	37	40	40	36	
	14.2	15.7	13.5	7.3	14.7	17.2	13.2	15.8	7.4	12.6	16.2	13.9	14.5	11.2	19.5	
AFRICAN AMERICAN	48	25	7	4	12	11	25	9	3	20	28	27	21	36	12	
	8.8	11.9	5.3	7.3	8.4	11.8	8.7	6.8	11.1	6.6	11.6	10.1	7.6	10.1	6.5	
REFUSED	29	16	4	4	5	5	8	11	5	21	8	13	16	20	9	
	5.3	7.6	3.0	7.3	3.5	5.4	2.8	8.3	18.5	7.0	3.3	4.9	5.8	5.6	4.9	
PACIFIC ISLANDER	7	4	2	1	-	1	6	-	-	1	6	2	5	4	3	
	1.3	1.9	1.5	1.8		1.1	2.1			0.3	2.5	0.7	1.8	1.1	1.6	
AMERICAN INDIAN/ALASKA NATIVE	6	1	2	2	1	-	3	3	-	2	4	5	1	4	2	
	1.1	0.5	1.5	3.6	0.7		1.0	2.3		0.7	1.7	1.9	0.4	1.1	1.1	
OTHER (SPECIFY)	4	2	2	-	-	1	1	2	-	3	1	1	3	1	3	
	0.7	1.0	1.5			1.1	0.3	1.5		1.0	0.4	0.4	1.1	0.3	1.6	
MIXED (UNSPECIFIED)	2	2	-	-	-	-	1	-	1	1	1	1	1	-	2	
	0.4	1.0					0.3		3.7	0.3	0.4	0.4	0.4		1.1	
EAST INDIAN/PAKISTANI	1	1	-	-	-	-	1	-	-	1	-	1	-	-	1	
	0.2	0.5					0.3			0.3		0.4			0.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	420	158	100	47	115	77	222	103	17	256	164	224	195	317	102	
	77.3	75.2	75.2	85.5	80.4	82.8	77.1	77.4	63.0	84.8	68.0	83.9	70.9	89.0	55.1	
CANTONESE	48	22	14	4	7	4	28	9	6	15	33	14	34	17	31	
	8.8	10.5	10.5	7.3	4.9	4.3	9.7	6.8	22.2	5.0	13.7	5.2	12.4	4.8	16.8	
SPANISH	31	16	5	2	7	7	15	8	1	12	19	12	19	9	21	
	5.7	7.6	3.8	3.6	4.9	7.5	5.2	6.0	3.7	4.0	7.9	4.5	6.9	2.5	11.4	
MANDARIN	9	3	2	-	4	3	4	2	-	3	6	3	6	2	7	
	1.7	1.4	1.5		2.8	3.2	1.4	1.5		1.0	2.5	1.1	2.2	0.6	3.8	
TAGALOG	8	1	5	1	1	1	6	1	-	-	8	-	8	2	6	
	1.5	0.5	3.8	1.8	0.7	1.1	2.1	0.8			3.3		2.9	0.6	3.2	
CHINESE (UNSPECIFIED)	5	1	3	-	1	-	4	-	1	3	2	2	3	1	4	
	0.9	0.5	2.3		0.7		1.4		3.7	1.0	0.8	0.7	1.1	0.3	2.2	
FRENCH	4	1	-	1	2	-	1	3	-	1	3	3	1	1	3	
	0.7	0.5		1.8	1.4		0.3	2.3		0.3	1.2	1.1	0.4	0.3	1.6	
RUSSIAN	3	2	1	-	-	-	3	-	-	2	1	1	2	1	2	
	0.6	1.0	0.8				1.0			0.7	0.4	0.4	0.7	0.3	1.1	
PORTUGUESE	3	-	1	-	2	-	1	2	-	2	1	2	1	1	2	
	0.6		0.8		1.4		0.3	1.5		0.7	0.4	0.7	0.4	0.3	1.1	
JAPANESE	2	1	1	-	-	-	-	2	-	1	1	-	2	-	2	
	0.4	0.5	0.8					1.5		0.3	0.4		0.7		1.1	
HINDI	2	1	-	-	1	1	1	-	-	1	1	2	-	1	1	
	0.4	0.5			0.7	1.1	0.3			0.3	0.4	0.7		0.3	0.5	
TAIWANESE	2	1	1	-	-	-	-	2	-	2	-	2	-	1	1	
	0.4	0.5	0.8					1.5		0.7		0.7		0.3	0.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q33 WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOUSEHOLD?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
ARABIC	1	-	-	-	1	-	1	-	-	-	1	1	-	-	1	
	0.2				0.7		0.3				0.4	0.4			0.5	
KOREAN	1	-	-	-	1	-	1	-	-	-	1	-	1	1	-	
	0.2				0.7		0.3				0.4		0.4	0.3		
VIETNAMESE	1	-	-	-	1	-	-	1	-	1	-	-	1	-	1	
	0.2				0.7			0.8		0.3			0.4		0.5	
DON'T KNOW / REFUSED	3	3	-	-	-	-	1	-	2	3	-	1	2	2	1	
	0.6	1.4					0.3		7.4	1.0		0.4	0.7	0.6	0.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM		MALE	FEMALE	2 YRS			
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK			YES	NO
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
UNDER \$7,500 [\$3,750]	24	8	7	5	4	5	14	5	-	9	15	11	13	7	17	
	4.4	3.8	5.3	9.1	2.8	5.4	4.9	3.8		3.0	6.2	4.1	4.7	2.0	9.2	
\$7,500 TO \$15,000 [\$11,250]	26	13	7	3	3	3	18	5	-	9	17	10	16	15	11	
	4.8	6.2	5.3	5.5	2.1	3.2	6.3	3.8		3.0	7.1	3.7	5.8	4.2	5.9	
\$15,001 TO \$22,000 [\$18,500.5]	27	12	10	2	3	7	13	7	-	10	17	13	14	11	16	
	5.0	5.7	7.5	3.6	2.1	7.5	4.5	5.3		3.3	7.1	4.9	5.1	3.1	8.6	
\$22,001 TO \$29,000 [\$25,500.5]	20	10	6	2	2	2	15	3	-	7	13	9	11	12	8	
	3.7	4.8	4.5	3.6	1.4	2.2	5.2	2.3		2.3	5.4	3.4	4.0	3.4	4.3	
\$29,001 TO \$36,500 [\$32,750.5]	16	13	2	-	1	7	4	3	2	5	11	10	6	12	4	
	2.9	6.2	1.5		0.7	7.5	1.4	2.3	7.4	1.7	4.6	3.7	2.2	3.4	2.2	
\$36,501 TO \$44,000 [\$40,250.5]	25	14	5	2	4	4	15	4	1	10	15	13	12	15	10	
	4.6	6.7	3.8	3.6	2.8	4.3	5.2	3.0	3.7	3.3	6.2	4.9	4.4	4.2	5.4	
\$44,001 TO \$51,500 [\$47,750.5]	26	10	5	5	6	5	13	6	2	15	11	11	15	17	9	
	4.8	4.8	3.8	9.1	4.2	5.4	4.5	4.5	7.4	5.0	4.6	4.1	5.5	4.8	4.9	
\$51,501 TO \$59,000 [\$55,250.5]	7	1	3	1	2	2	4	1	-	5	2	2	5	4	3	
	1.3	0.5	2.3	1.8	1.4	2.2	1.4	0.8		1.7	0.8	0.7	1.8	1.1	1.6	
\$59,001 TO \$66,500 [\$62,750.5]	20	10	2	1	7	7	9	3	1	11	9	12	8	12	8	
	3.7	4.8	1.5	1.8	4.9	7.5	3.1	2.3	3.7	3.6	3.7	4.5	2.9	3.4	4.3	
\$66,501 TO \$75,000 [\$70,750.5]	26	11	6	2	7	4	12	9	1	17	9	10	16	20	6	
	4.8	5.2	4.5	3.6	4.9	4.3	4.2	6.8	3.7	5.6	3.7	3.7	5.8	5.6	3.2	
\$75,001 TO \$100,000 [\$87,500.5]	54	16	11	8	19	7	30	14	3	40	14	25	29	38	16	
	9.9	7.6	8.3	14.5	13.3	7.5	10.4	10.5	11.1	13.2	5.8	9.4	10.5	10.7	8.6	
\$100,001 TO \$150,000 [\$125,000.5]	66	18	25	7	16	7	40	15	3	47	19	34	32	56	10	
	12.2	8.6	18.8	12.7	11.2	7.5	13.9	11.3	11.1	15.6	7.9	12.7	11.6	15.7	5.4	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
\$150,001 TO \$200,00 [\$175,000.5]	26	7	3	5	11	4	17	5	-	18	8	16	9	21	5	
	4.8	3.3	2.3	9.1	7.7	4.3	5.9	3.8		6.0	3.3	6.0	3.3	5.9	2.7	
\$200,001 OR HIGHER [\$250,000]	61	22	8	6	25	5	30	20	6	42	19	37	24	45	15	
	11.2	10.5	6.0	10.9	17.5	5.4	10.4	15.0	22.2	13.9	7.9	13.9	8.7	12.6	8.1	
REFUSED	119	45	33	6	33	24	54	33	8	57	62	54	65	71	47	
	21.9	21.4	24.8	10.9	23.1	25.8	18.8	24.8	29.6	18.9	25.7	20.2	23.6	19.9	25.4	
AVERAGE HOUSEHOLD INCOME	95330.6	84582.2	82767.9	95291.2	122891.3	74380.8	93881.8	106820.4	130118.8	110103.4	75110.7	103560.2	86603.9	105796.9	72594.5	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	138	53	39	15	31	26	75	30	7	76	62	76	62	98	40	
	25.4	25.2	29.3	27.3	21.7	28.0	26.0	22.6	25.9	25.2	25.7	28.5	22.5	27.5	21.6	
2 PEOPLE	164	55	34	26	49	30	80	46	7	99	65	80	83	117	46	
	30.2	26.2	25.6	47.3	34.3	32.3	27.8	34.6	25.9	32.8	27.0	30.0	30.2	32.9	24.9	
3 PEOPLE	92	37	19	6	30	10	56	19	6	51	41	44	48	57	35	
	16.9	17.6	14.3	10.9	21.0	10.8	19.4	14.3	22.2	16.9	17.0	16.5	17.5	16.0	18.9	
4 PEOPLE	75	32	23	4	16	12	39	22	2	44	31	33	42	48	27	
	13.8	15.2	17.3	7.3	11.2	12.9	13.5	16.5	7.4	14.6	12.9	12.4	15.3	13.5	14.6	
5 PEOPLE	37	20	7	3	6	6	20	10	1	20	17	19	18	20	16	
	6.8	9.5	5.3	5.5	4.2	6.5	6.9	7.5	3.7	6.6	7.1	7.1	6.5	5.6	8.6	
6-9 PEOPLE	20	7	6	1	6	6	11	2	1	6	14	8	12	10	10	
	3.7	3.3	4.5	1.8	4.2	6.5	3.8	1.5	3.7	2.0	5.8	3.0	4.4	2.8	5.4	
10 OR MORE PEOPLE	1	-	-	-	1	-	1	-	-	-	1	1	-	1	-	
	0.2				0.7		0.3				0.4	0.4		0.3		
DON'T KNOW/REFUSED	16	6	5	-	4	3	6	4	3	6	10	6	10	5	11	
	2.9	2.9	3.8		2.8	3.2	2.1	3.0	11.1	2.0	4.1	2.2	3.6	1.4	5.9	
AVERAGE NUMBER OF PEOPLE	2.62	2.67	2.59	2.22	2.73	2.59	2.67	2.57	2.42	2.50	2.78	2.57	2.68	2.52	2.81	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q35B. AND HOW MANY ARE UNDER AGE 18?

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - 2 OR MORE PEOPLE IN HOUSEHOLD	389 100.0	151 100.0	89 100.0	40 100.0	108 100.0	64 100.0	207 100.0	99 100.0	17 100.0	220 100.0	169 100.0	185 100.0	203 100.0	253 100.0	134 100.0	
NONE	244 62.7	91 60.3	51 57.3	30 75.0	71 65.7	47 73.4	129 62.3	55 55.6	11 64.7	136 61.8	108 63.9	134 72.4	109 53.7	161 63.6	81 60.4	
1 CHILD	76 19.5	33 21.9	20 22.5	5 12.5	18 16.7	7 10.9	39 18.8	26 26.3	4 23.5	45 20.5	31 18.3	23 12.4	53 26.1	46 18.2	30 22.4	
2 CHILDREN	48 12.3	16 10.6	13 14.6	4 10.0	15 13.9	6 9.4	27 13.0	15 15.2	-	30 13.6	18 10.7	18 9.7	30 14.8	34 13.4	14 10.4	
3 CHILDREN	14 3.6	10 6.6	1 1.1	-	3 2.8	4 6.3	7 3.4	2 2.0	1 5.9	6 2.7	8 4.7	7 3.8	7 3.4	8 3.2	6 4.5	
4 OR MORE CHILDREN	7 1.8	1 0.7	4 4.5	1 2.5	1 0.9	-	5 2.4	1 1.0	1 5.9	3 1.4	4 2.4	3 1.6	4 2.0	4 1.6	3 2.2	
AVERAGE NUMBER OF CHILDREN	1.7	1.7	1.7	1.7	1.6	1.8	1.7	1.5	2.0	1.6	1.8	1.8	1.6	1.7	1.7	

2016 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										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	68	27	21	8	12	18	33	14	3	25	43	26	42	44	24	
	12.5	12.9	15.8	14.5	8.4	19.4	11.5	10.5	11.1	8.3	17.8	9.7	15.3	12.4	13.0	
NO	464	179	106	47	130	73	252	114	23	273	191	235	228	308	154	
	85.5	85.2	79.7	85.5	90.9	78.5	87.5	85.7	85.2	90.4	79.3	88.0	82.9	86.5	83.2	
DON'T KNOW	5	2	2	-	1	-	3	2	-	1	4	3	2	2	3	
	0.9	1.0	1.5		0.7		1.0	1.5		0.3	1.7	1.1	0.7	0.6	1.6	
REFUSED	6	2	4	-	-	2	-	3	1	3	3	3	3	2	4	
	1.1	1.0	3.0			2.2		2.3	3.7	1.0	1.2	1.1	1.1	0.6	2.2	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Q37. GENDER

	HOW OFTEN RIDE MUNI									VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO	
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	267	109	65	29	63	51	137	69	9	145	122	267	-	186	80
	49.2	51.9	48.9	52.7	44.1	54.8	47.6	51.9	33.3	48.0	50.6	100.0		52.2	43.2
FEMALE	275	101	68	26	79	42	150	64	18	157	118	-	275	169	105
	50.6	48.1	51.1	47.3	55.2	45.2	52.1	48.1	66.7	52.0	49.0		100.0	47.5	56.8
TRANSGENDER OR TRANSEXUAL	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-
	0.2				0.7		0.3				0.4			0.3	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	HOW OFTEN RIDE MUNI										VISITED SFMTA.COM		GENDER		VOTED IN SF IN LAST 2 YRS	
	TOTAL	5/+ DAYS	SEV. TIMES	ONCE	3X/MO OR	RATING OF MUNI SVC.			YES	NO/DK	MALE	FEMALE	YES	NO		
		/WK	/WK	/WK	LESS	EXC.	GOOD	FAIR							POOR	
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185	
	100.0	100.0	100.0	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	119	47	24	9	39	20	68	25	6	71	48	62	56	82	37	
	21.9	22.4	18.0	16.4	27.3	21.5	23.6	18.8	22.2	23.5	19.9	23.2	20.4	23.0	20.0	
ZONE 2	160	66	45	15	34	34	73	48	5	92	68	84	76	96	63	
	29.5	31.4	33.8	27.3	23.8	36.6	25.3	36.1	18.5	30.5	28.2	31.5	27.6	27.0	34.1	
ZONE 3	81	31	20	10	20	8	48	21	3	45	36	40	41	55	26	
	14.9	14.8	15.0	18.2	14.0	8.6	16.7	15.8	11.1	14.9	14.9	15.0	14.9	15.4	14.1	
ZONE 4	78	21	22	9	26	9	43	20	5	49	29	36	42	64	14	
	14.4	10.0	16.5	16.4	18.2	9.7	14.9	15.0	18.5	16.2	12.0	13.5	15.3	18.0	7.6	
ZONE 5	100	44	19	12	23	20	54	18	8	44	56	43	57	57	42	
	18.4	21.0	14.3	21.8	16.1	21.5	18.8	13.5	29.6	14.6	23.2	16.1	20.7	16.0	22.7	
REFUSED	5	1	3	-	1	2	2	1	-	1	4	2	3	2	3	
	0.9	0.5	2.3		0.7	2.2	0.7	0.8		0.3	1.7	0.7	1.1	0.6	1.6	

2016 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	HOW OFTEN RIDE MUNI									VISITED		GENDER		VOTED IN SF IN LAST	
	TOTAL	5/+	SEV.	ONCE	3X/MO	RATING OF MUNI SVC.			SFMTA.COM				2 YRS		
		/WK	DAYS	TIMES	/WK	OR	EXC.	GOOD	FAIR	POOR	YES	NO/DK	MALE	FEMALE	YES
BASE - ALL RESPONDENTS	543	210	133	55	143	93	288	133	27	302	241	267	275	356	185
	100.0	100.0	100.0	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	514	195	125	55	137	88	274	126	25	299	215	259	254	351	161
	94.7	92.9	94.0	100.0	95.8	94.6	95.1	94.7	92.6	99.0	89.2	97.0	92.4	98.6	87.0
SPANISH	5	2	1	-	2	3	2	-	-	-	5	4	1	-	5
	0.9	1.0	0.8		1.4	3.2	0.7				2.1	1.5	0.4		2.7
CANTONESE	24	13	7	-	4	2	12	7	2	3	21	4	20	5	19
	4.4	6.2	5.3		2.8	2.2	4.2	5.3	7.4	1.0	8.7	1.5	7.3	1.4	10.3

S.F. MUNICIPAL TRANSPORTATION AGENCY

RIDERSHIP SURVEY 2016

VERBATIM COMMENTS

survey dates

JULY 5, 2016 to AUGUST 24, 2016

prepared for

S.F. MUNICIPAL TRANSPORTATION AGENCY

prepared by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street, Penthouse North

San Francisco, CA 94108

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Q1a: “Why is the main reason that you don’t ride Muni more?”

(Base: Asked of 373 respondents who indicated they had not ridden Muni in the last six months)

Q1a: "Why is the main reason that you don't ride Muni more?"

I DRIVE BECAUSE IT'S FASTER.

I DRIVE BECAUSE I WORK OUTSIDE OF THE CITY.

I TAKE MY CAR. I DON'T LIKE MUNI. DRIVERS DON'T KNOW HOW TO DRIVE.

WHEN I HAD KIDS TO TAKE TO SCHOOL I USED MUNI, BUT OFTEN IT WAS TOO CROWDED TO TAKE WHEN WE NEEDED IT. ONE TIME (ABOUT 20 YEARS AGO), THERE WAS A DRIVER WHO REFUSED TO PICK PEOPLE UP, AND I CALLED TO COMPLAIN ALMOST EVERY DAY. I CALLED HIM "BUSHY BEARD." HE WAS FOLLOWED BY A BETTER DRIVER.

I LIVE IN THE SUNSET. WE DON'T HAVE BUSES OUT HERE.

I USE DIFFERENT TRANSPORTATION INSTEAD. I USUALLY RIDE MY BIKE. IT LIKE THE EXERCISE.

I DRIVE BECAUSE MY CAR IS RIGHT IN THE GARAGE AND I DON'T HAVE TO WALK TO A BUS STOP.

I DRIVE. I DON'T LIKE MUNI BECAUSE IT'S CROWDED.

ONE OF MY FRIENDS SAID IT WAS TOO DANGEROUS TO RIDE.

IT'S REALLY TO HARD TO ANSWER THAT BECAUSE I HAVEN'T USED MUNI IN YEARS. I TAKE BART SOMETIMES. I LIVE IN BERNAL HEIGHTS BUT I DON'T WORK IN THE CITY. I WORK IN MARIN, SO I DRIVE.

BECAUSE I USE MY CAR, SINCE I SOMETIMES GET NERVOUS ON BUSES. THERE ARE TOO MANY PEOPLE ON THEM. I'M AFRAID OF GETTING ROBBED OR BEATEN UP. THEY ARE SO DIRTY.

TOO EXPENSIVE!

I'M A RETIRED PERSON AND I DON'T GO ANYWHERE, SO I DON'T RIDE MUNI.

NOT SAFE. DON'T WANT TO GET MUGGED FOR MY PHONE.

I'M OLD AND CAN'T CLIMB THE STAIRS. ALSO, I CAN'T STAND AND NO ONE GIVES ME A SEAT.

CAN'T EVER GET A SEAT. MY CAR HAS SEATS.

I DRIVE TO WORK OUTSIDE OF THE CITY.

I'M A REAL ESTATE AGENT. MY JOB REQUIRES ME TO PICK UP CLIENTS AND TAKE THEM TO SEE HOUSES AND I CAN'T DO THAT ON MUNI.

BART TAKES ME TO MY DESTINATION. MUNI DOESN'T GO THERE.

I PREFER TO RIDE MY BIKE BECAUSE SOME MUNI RIDERS ARE JERKS.

I LIVE ON A HILL AND THERE'S NO MUNI SERVICE AROUND AND I LOVE TO WALK.

WE DRIVE BECAUSE MY FATHER HAD A STROKE.

MUNI IS NOT CLOSE TO WHERE I WORK.

I DON'T LIKE MUNI AND I HAVEN'T RIDDEN MUNI IN YEARS. MUNI IS NOT RELIABLE. IT'S TOO EXPENSIVE. IT'S NOT NEAR ME.

I HAVE A CAR AND A PARKING SPACE AT WORK SO I NEVER HAVE THE NEED TO CATCH MUNI.

I GOT ROBBED ONCE AND THE DRIVER DID NOTHING.

HAVE OWN CAR. MUNI IS FILTHY. YOU DON'T WANT TO SIT IN SOMEONE'S PISS.

Q1a: “Why is the main reason that you don’t ride Muni more?”

I DON'T FEEL SAFE ON IT.

I CANNOT LEAVE MY HOUSE BECAUSE IT IS HAUNTED. I AM SENSITIVE TO THE SPIRIT WORLD. I HAVE ALSO BEEN DISABLED SINCE 1988. I CANNOT EVEN TAKE PARATRANSIT BECAUSE THE RIDES ARE TOO BUMPY AND PAINFUL.

IT'S MY RIGHT TO DRIVE INSTEAD OF TAKING MUNI.

IT IS EASIER TO DRIVE MY OWN CAR TO WHERE I WORK IN THE CITY THAN TO TAKE MUNI.

THE TRAFFIC IN THE MORNING TIME. ALSO, I LIVE JUST FIVE MINUTES FROM WORK.

I'M STILL WORKING AND I NEED A TRUCK FOR MY JOB. I DO RIDE MUNI, BUT NOT VERY OFTEN.

I DRIVE AND BECAUSE I HAVE A DISABLED PLACARD. PARKING IS NOT A PROBLEM FOR ME.

I HAVE A CAR AND I CHOOSE UBER OVER MUNI. I CAN DEPEND ON UBER TO GET ME THERE ON TIME.

BECAUSE I AM DISABLED.

BECAUSE GOVERNMENT RUN PUBLIC TRANSIT IS A SOCIALIST CONSTRUCT AND I REFUSE TO SUPPORT THAT.

ITS TOO CROWDED AND I HAD KNEE SURGERY. THE PEOPLE ARE NOT ALWAYS VERY FRIENDLY THAT RIDE IT.

I RODE MUNI WHEN I WAS A TEENAGER TO GET AROUND IN THE CITY. AS I BECAME AN ADULT I GOT A CAR AND NEVER RODE MUNI AGAIN. MUNI IS TOO SLOW, DIRTY, AND EXPENSIVE.

I GET TO MY DESTINATION ON TIME.

I USE THE BART INSTEAD. I WORK IN OAKLAND.

I HAVE UNIQUE DESTINATIONS AND THEY ARE TOO SLOW.

IT'S SLOW, IT'S UNRESPONSIVE. I GET BETTER EXERCISE WALKING AND BIKE RIDING, IN FACT, I GET PLACES FASTER ON MY BIKE THAN ON MUNI.

TOO COMPLICATED TO USE. I JUST WANT TO GET IN MY CAR AND GET THERE, NOT WORRY ABOUT WHERE TO GET ON ANOTHER BUS.

I HAVE PASSENGERS I NEED TO DRIVE PLACES TO. I FEEL SAFER IN MY CAR, I JUST LOCK MY CAR DOOR. I CAN PARK RIGHT IN FRONT OF MY HOUSE, SO MY CAR IS THERE WHEN I NEED TO GO SOMEPLACE.

I AM A CONTRACTOR SO I HAVE TO CARRY MANY SUPPLIES WITH ME WHEN I TRAVEL SO I DRIVE. OTHERWISE, I LIKE MUNI AND BELIEVE SAN FRANCISCO NEEDS MORE BIKES AND BUSES.

I HAVE A CAR AND IT IS FASTER.

I AM A PHYSICIAN AND IT IS MUCH QUICKER FOR ME TO DRIVE TO WORK IN MY CAR THAN TAKING MUNI. THERE IS A MUNI STOP NEAR MY WORK, BUT IT IS FAR AWAY FROM MY HOME.

THE BUSES DON'T COME OFTEN ENOUGH.

WE PREFER OUR CAR. IT'S PARKED RIGHT IN OUR GARAGE AND TAKES ME AND THE KIDS WHERE WE WANT TO GO.

I RIDE MY BIKE. IT'S FREE.

I CHOSE TO RIDE MY MOTORCYCLE OR MY BIKE. I RIDE MY MOTORCYCLE WHEN I'M IN A HURRY OR DON'T HAVE TIME, AND I CAN PARK IT JUST ABOUT ANYWHERE. ITS FAST.

I'M FROM EUROPE WHERE THEY HAVE FANTASTIC PUBLIC TRANSPORTATION THAT IS VERY CLEAN, SAFE, AND CONVENIENT. I'M USED TO A HIGHER STANDARD.

Q1a: “Why is the main reason that you don’t ride Muni more?”

I'M AT AN AGE WHERE I DON'T WANT RIDE ON THE BUS.

I USE MY CAR, WHICH I NEED FOR MY JOB. I'M AN UBER DRIVER.

BECAUSE I WALK TO WORK. IT'S CLOSE.

I JUST WON'T GET ON THE MUNI. A LOT OF MADNESS HAPPENS THERE.

IT'S FULL OF HOMELESS AND TWEAKERS. DRIVERS DON'T KICK THEM OFF.

THE DRIVERS ALWAYS PASS ME UP BECAUSE I'M BLACK.

I WORK OUTSIDE OF THE CITY. SO I DRIVE MY CAR.

YOU HAVE TO WAIT FOREVER FOR THE BUS TO COME.

I USE MY CAR. IT'S MUCH EASIER. I DON'T HAVE TO STAND ON THE CORNER IN THE COLD FOREVER.

I HAVE A CAR. I WORK ALL OVER, SO PRETTY MUCH I GO FROM ONE END OF THE CITY TO THE OTHER.

I USE BART. IT'S FASTER.

THEY HAVE NO IDEA HOW TO RUN A BUS SYSTEM. WE SHOULD HAND IT OVER TO UBER, LIKE WE DID WITH THE TAXIS, THEY'LL KNOW HOW TO MAKE IT WORK.

I DRIVE. I HAVE A CAR AND I USE MY CAR TO GO SHOPPING. I LIKE DRIVING.

ONLY THE POOR RIDE PUBLIC TRANSIT, THE REST OF US HAVE BETTER OPTIONS.

MUNI IS NOTHING BUT A PLACE FOR ED LEE TO HIDE TECH MONEY.

I'M ADDICTED TO MY CAR. I FIND MUNI UNRELIABLE.

I DON'T SUPPORT PUBLIC TRANSIT. IT SHOULD BE A PRIVATE ENTITY. IF IT WORKS, PEOPLE WILL PAY FOR IT. IF NOT, IT NEEDS TO MAKE WAY FOR SOMETHING BETTER.

I USE BART. IT IS CLOSER TO ME THAN MUNI.

TOO CROWDED. I'M ALWAYS AFRAID OF MISSING MY STOP BECAUSE I WON'T GET TO THE DOOR ON TIME.

I HAVE A CAR. IT WORKS AROUND MY SCHEDULE AND IT IS PRIVATE.

I WORK VERY EARLY IN THE MORNING LIKE 5-6AM

I MUST DRIVE BECAUSE I HAVE A REALLY TIGHT SCHEDULE AND DRIVING IS FASTER.

I AVE A CAR AND PREFER IT TO MUNI BECAUSE IT IS COMFORTABLE, RELIABLE, AND FAST.

I AM 86 YEARS OLD AND CAN'T GET INTO THE BUS BECAUSE OF A BAD LEG. I TAKE PARATRANSIT INSTEAD.

I DRIVE TO WORK. IT TAKES ME FIVE MINUTES. I WOULD HAVE TO TRANSFER TO TWO DIFFERENT BUSES AND IT DOESN'T GO DIRECTLY TO MY WORK.

I'M WORKING OUT OF SAN FRANCISCO.

I COMMUTE TO THE SOUTH BAY.

I LIVE IN SAN FRANCISCO, BUT I WORK IN SOUTH SAN FRANCISCO.

I DRIVE MY CAR BECAUSE I GET WHERE I WANT TO GO FASTER, I DON'T HAVE TO BE WITH ALL THE PEOPLE.

Q1a: "Why is the main reason that you don't ride Muni more?"

I WORK REALLY CLOSE TO WHERE I LIVE. EVERYTHING IS IN WALKING DISTANCE.

BECAUSE I DRIVE MY OWN CAR. I DON'T GO DOWNTOWN HARDLY EVER.

IM RETIRED AND HAVEN'T RIDDEN MUNI SINCE I'VE RETIRED. I'M ON DISABILITY AND PEOPLE DON'T GIVE UP THEIR SEATS.

IM OUT OF A MUNI LOCATION AND ITS NOT CONVENIENT FOR ME TO USE MUNI.

I DON'T USE MUNI ANYMORE BECAUSE I HAD STARTED DRIVING DUE TO HAVING TWO KIDS. ONE IS SICK AND NEEDS ME TO DRIVE IN ORDER TO GET HIM AROUND.

I WALK EVERYDAY, IT'S HEALTHIER.

I HAVEN'T RIDDEN ON MUNI IN MANY YEARS FOR PERSONAL HEALTH REASONS. I HAVE A PRIVATE PERSONAL DRIVER WHO TAKES ME WHERE I WANT TO GO.

I DON'T LIKE MUNI BECAUSE THERE ARE TOO MANY PROBLEMS FROM HOMELESS SMELLY PEOPLE RIDING AND GROUPS OF TEENAGERS WITH FOUL MOUTHS AND BAD BEHAVIOR. THE DRIVERS DON'T DO ANYTHING ABOUT THEM.

I PREFER MY BIKE. I AM NOT A FAN OF PUBLIC TRANSPORTATION. I VALUE MY PERSONAL SPACE.

I NEED MY CAR BECAUSE I TRAVEL MAINLY TO GET GROCERIES AND I NEED A PLACE TO CARRY THEM HOME.

WE HAVE TWO CARS AND ALMOST NEVER RIDE MUNI. I LIKE THE CONVENIENCE OF HAVING TRANSPORTATION WITH ME WHENEVER I NEED IT.

IT TAKES TOO LONG TO RIDE MUNI. I USUALLY JUST DRIVE TO WORK.

I DON'T RIDE MUNI BECAUSE IT'S HORRIBLE. I HAVE DISABILITY ISSUES AND PEOPLE ARE RUDE AND DON'T GIVE YOU A SEAT.

I RIDE BART INSTEAD. I DON'T RIDE MUNI BECAUSE IT DOESN'T GO OVER THE BAY BRIDGE.

I HAVE ANXIETY ATTACKS IF I'M IN CROWDED, CONFINED SPACES.

I NEED MY CAR TO TAKE MY KIDS AROUND. ALSO, I WORK IN ADVERTISING AND MARKETING RESEARCH AND I NEED TO DRIVE MY CLIENTS AROUND.

I PREFER TO USE A CAR OVER MUNI BECAUSE ITS EASIER FOR ME TO GET AROUND DRIVING. I HAVE MOBILITY ISSUES.

I DON'T TAKE MUNI BECAUSE I LIVE A BLOCK FROM WORK.

I DON'T USE MUNI BECAUSE GOING TO MY WORK IS A VERY SHORT DISTANCE.

I GET A RIDE IN SOMEONE ELSE'S CAR. IT IS CHEAPER.

DRIVING IS MORE TIME-EFFICIENT FOR ME. THE STOPS ARE NOT VERY WELL PLACED OUT FOR ME. I'M FROM NEW YORK AND THE SUBWAY WAS A WHOLE DIFFERENT EXPERIENCE. I PREFER TO DRIVE TO BE IN CONTROL.

I USE BART. IT IS CLOSER TO MY HOME AND CLOSER TO WHERE I WORK.

I DRIVE BECAUSE IT'S FASTER.

IT IS TOO SLOW. I DRIVE.

I DON'T WORK IN THE CITY.

I DRIVE. IT'S FASTER AND MORE CONVENIENT BECAUSE THERE ARE NOT THAT MANY STOPS.

Q1a: "Why is the main reason that you don't ride Muni more?"

MY SON IS DISABLED ANDS MY MOTHER IS VERY OLD AND FRAIL. SO I REALLY NEED A CAR.

BECAUSE I DON'T WORK IN SAN FRANCISCO, SO I NEED TO DRIVE MY CAR.

BECAUSE I DRIVE AND MUNI DOES NOT TAKE ME TO THE AREA WHERE I WORK.

BECAUSE I WOULD RATHER DRIVE, I DON'T LIKE WAITING FOR BUSES, AND I LIKE TO DO MY OWN THING.

I WORK IN SALES AND I NEED TO DRIVE TO MY CLIENTS. WHERE I LIVE, I HAVE MY OWN PARKING SPACE.

I RIDE CALTRAIN AND THE FERRIES, I LIVE TWO BLOCKS FROM WHERE I WORK. I AM ALL FOR PUBLIC TRANSPORTATION, ITS JUST SO HAPPENS THAT I WALK EVERYWHERE.

BECAUSE I DO CONSULTING WORK, AND I HAVE TO DRIVE OUTSIDE THE CITY.

I PREFER MY CAR BECAUSE IT HELPS ME CARRY THINGS AROUND AND HELPS ME MEET MY SCHEDULE.

I AND EVERYONE IN MY FAMILY DRIVES. IT'S NOT REALLY THAT PREFER TO DRIVE OVER USING MUNI, ITS JUST THAT WE LIVE SO FAR AWAY FROM A MUNI STOP THAT IT JUST WOULDN'T BE IN OUR BEST INTEREST TO USE MUNI.

I PREFER MY CAR BECAUSE I CAN COME AND GO AS I PLEASE.

I DRIVE MY CAR BECAUSE IT IS MUCH MORE EFFICIENT FOR MY WORK.

I HAVE A COMPANY CAR I USE WHEN I NEED TO GO OUT.

I DRIVE MY CAR TO GO TO SCHOOL OUTSIDE THE CITY.

I TAKE BART BECAUSE OF WHERE I LIVE AND WHERE IT TAKES ME.

I WANT TO GO DIRECTLY TO MY DESTINATION.

IT DOESN'T PICK ME UP AND DROP ME OFF AT MY DOOR LIKE UBER DOES.

I JUST WALK TO WORK. IT'S CLOSE.

DON'T LIKE THE LOSERS THAT RIDE IT.

BECAUSE I CAN AFFORD A CAR. I'M NOT POOR LIKE THE PEOPLE WHO RIDE PUBLIC TRANSIT.

I HAVE TOO MUCH TO CARRY.

I HAVEN'T BEEN ON MUNI IN YEARS BECAUSE I HAVE TWO LITTLE ONES AND IT'S A LOT TO HANDLE ON MUNI.

IT'S NOT THAT I DON'T LIKE MUNI, BUT I HAVE A CAR. I CAN GO WHEN I WANT TO GO AND I DON'T HAVE TO WAIT.

BECAUSE I DON'T GO OUT ANYMORE.

SFMTA AND BART SHOULD ALL BE FIRED AND REPLACED BY A PRIVATE COMPANY THAT WILL GET RESULTS AND NOT KISS THE ASS OF THE UNIONS.

OFTEN WE GO OUT TO A RESTAURANT OR ENTERTAINMENT, SO WE MUST DRESS NICELY. IF WE TRAVELLED ON MUNI, WE WOULD ARRIVE IN A MESS!

I DRIVE BECAUSE IT'S FASTER.

I HAVE A CAR. ITS MORE CONVENIENT. I CAN GO ANYWHERE.

Q1a: “Why is the main reason that you don’t ride Muni more?”

MY HUSBAND AND I ARE IN OUR EIGHTIES AND SELDOM GO OUT. WHEN WE DO, MY HUSBAND DRIVES ME.

I STOPPED TAKING THE BUS BECAUSE I WAS GROPED BY MEN ON THE BUS. IN ABOUT 1970, I WAS PUNCHED ON THE 22 FILLMORE BUS AND THE DRIVER DID NOTHING. I HAVE ONLY TAKEN THE BUS ONCE OR TWICE WITH A GIRLFRIEND. THE LAST TIME WAS ABOUT TWO YEARS AGO. I AM AFRAID TO TAKE IT. I AM CAUTIOUS, FEARFUL, MAYBE PARANOID ABOUT IT. THE BUSES COULD BE CLEANER, LESS SMELLY, AND HAVE LESS CRAZY PEOPLE ON THEM.

I CAN'T AFFORD IT.

MUNI SUCKS. THEY ARE NEVER ON TIME.

WHY SHOULD I GET ON AND PAY WHEN NO ONE ELSE DOES? I REFUSE TO SUPPORT A BUSINESS LIKE THAT.

THE BUSES ARE ALL RUN BY THE TEENAGERS IN THE GANGS.

I DON'T SUPPORT INEFFICIENCY.

I DON'T RIDE MUNI BECAUSE IT'S A LOT FASTER TO GET TO WHERE I'M GOING. I SAVE A LOT OF TIME. I TRIED MUNI YEARS AGO, I LIVE OUT BY THE ZOO AND MUNI TAKES A LONG TIME TO GET TO ANYWHERE ELSE IN SAN FRANCISCO. EVEN WAITING FOR THE BUS TO COME TAKES A LONG TIME.

WE JUST MOVED HERE A COUPLE OF WEEKS AGO AND WE HAVEN'T RIDDEN MUNI YET.

I WORK OUTSIDE SAN FRANCISCO.

IT TAKES TOO LONG TO ARRIVE AND IT HAS TOO MANY STOPS. IT TAKES TOO LONG TO GET ME WHERE I WANT TO GO.

THE DRIVERS ARE UNSAFE.

MUNI DOES NOT COME OR GO TO ANY DESTINATIONS I GO TO. I HAVE NOTHING AGAINST MUNI ITS JUST NOT FOR MY NEEDS.

IT'S RUN BY MONKEYS FOR MONKEYS.

MUNI IS TOO EXPENSIVE.

BECAUSE I DON'T LIKE MUNI, I LIVE IN THE AVENUES, SO I PREFER TO DRIVE.

IT IS JUST NOT CONVENIENT, WHERE I LIVE IN THE OUTSKIRTS OF THE CITY, AND THE TWO LINES THAT RUN OUT HERE, JUST AREN'T ON MY SCHEDULE. I THINK THEY COST TOO MUCH NOW; AND THEY DO NOT GIVE CHANGE, IF YOU DO NOT HAVE THE RIGHT AMOUNT. ALSO YOUR PASS OR WHATEVER DOES NOT COVER THE CABLE CAR. THAT IS WHAT THE PROBLEM WITH THIS CITY IS NOW, IT IS ONLY FOR THE TOURISTS, AND NOT THE PEOPLE THAT ACTUALLY LIVE HERE. IF YOU HAVE GROCERIES AND STUFF TO CARRY THERE IS NO PLACE TO PUT THAT. IF I BRING MY DOG I WOULD HAVE TO PUT A MUZZLE OR SOMETHING ON HER, AND SHE IS JUST A TINY DOG. SO I WOULD RATHER JUST TAKE MY CAR IT IS FAR MORE CONVENIENT.

ITS A JUNGLE ON THERE. NO ONE FOLLOWS THE RULES AND DRIVERS DON'T CARE.

I PREFER TO DRIVE BECAUSE I HAVE YOUNG CHILDREN TO TAKE TO SCHOOL.

I DON'T LIKE PUBLIC TRANSPORTATION, AND MUNI IS PART OF THAT. I CHOOSE NOT TO RIDE BECAUSE I DON'T LIKE CROWDS AND IT'S TOO SLOW FOR ME. I PREFER TO TRAVEL ON MY OWN.

BECAUSE I HAVE A CAR, SINCE MY JOB HAS ME DRIVING ALL OVER THE BAY AREA.

WELL, I PREFER DOOR TO DOOR SERVICE, LIKE LYFT OR UBER, EVEN THOUGH I KNOW THAT TYPE OF SERVICE CREATES MORE CARS OUT ON THE ROADS, ESPECIALLY AT COMMUTE TIMES. I DON'T LIVE DOWNTOWN SO MY AGE AND PREFERENCE OF DOOR TO DOOR EQUALS NO MUNI.

Q1a: “Why is the main reason that you don’t ride Muni more?”

I LIVE ON UCSF CAMPUS. NO NEED TO TAKE A BUS.

I WORK FOR UBER. THEY PAY FOR MY TRANSPORTATION DOWNTOWN.

HAVE YOU EVER RIDDEN THE 30 OR THE 38? NO ROOM TO MOVE, FILTHY AND AN INSANE ASYLUM/HOMELESS SHELTER ON WHEELS. WHY ON EARTH WOULD I PAY FOR THAT?

THEY'RE A MESS. THEY NEVER COME ON TIME. THEY ARE ALWAYS LATE AND MAKE ME LATE FOR WORK.

I DON'T NEED MUNI BECAUSE MY WORK IS VERY CLOSE TO HOME AND I JUST WALK.

BECAUSE I HAVE TO SCHLEP AROUND A BUNCH OF TOOLS EVERY TIME I GO TO WORK. SO I DRIVE.

I STARTED DRIVING AND ITS MORE CONVENIENT FOR ME. I CAN GO WHEN I WANT.

I GOT A CAR AND DRIVE NOW. IT'S MUCH FASTER AND I NEVER STAND.

THE NEWS ALWAYS SAYS IT'S DANGEROUS.

BECAUSE ITS DISGUSTING, I MEAN THE PEOPLE THAT RIDE IT VERY LATE AT NIGHT AND VERY EARLY IN THE MORNING.

I COMMUTE OUT OF THE CITY.

I DRIVE EVERYWHERE NOW. IT JUST GETS ME TO WORK FASTER.

I'M VERY SICK AND I DON'T GO OUT.

THE MUNI SYSTEM IS THE WORST SYSTEM. I'VE LIVED IN OTHER CITIES AND MUNI SYSTEM IS THE WORST OF ALL OF THEM.

I DRIVE TO MY WORK OUTSIDE THE CITY. IF I USED MUNI, I WOULD HAVE TO TRANSFER TO BART AND IT WOULD BE TOO DIFFICULT.

I WORK IN THE EAST BAY AND LIVE IN SAN FRANCISCO SO I DRIVE TO WORK EVERYDAY AND I DON'T HAVE ANY NEED FOR MUNI.

IT TAKES ME THREE BUSES AND THREE HOURS TO GET ACROSS TOWN.

BECAUSE I PREFER TO TAKE UBER OR LYFT. THEY GET ME WHERE I WANT TO BE WITHOUT HAVING TO WAIT.

I TAKE BART BECAUSE IT IS CLOSER TO WHERE I LIVE.

BECAUSE I DRIVE. BECAUSE IT'S FASTER.

I NEED TO DRIVE FOR MY OCCUPATION.

I WORK IN AN ISOLATED AREA THAT IS NOT SERVED BY MUNI, SO I PREFER MY CAR.

I PREFER MY CAR. IF I CAN'T DRIVE I TAKE MY BIKE. I PREFER THEM TO MUNI BECAUSE I DON'T HAVE TO WAIT FOR MUNI. I GO WHEN I WANT.

I PREFER TAKING MY BIKE FOR THE EXERCISE.

I WALK AROUND IN MY NEIGHBORHOOD AND WORK OUT OF TOWN MOST OF THE WEEK. I HAVE AN ELECTRIC CAR.

I AM 96 YEARS OLD AND MY CHILDREN LOOK AFTER ME. I DO NOT GO OUT OFTEN.

WE HAVE A CAR. CONVENIENCE--LESS TIME, WE DON'T HAVE TO WAIT. WE CAN COME AND GO AS WE PLEASE.

Q1a: "Why is the main reason that you don't ride Muni more?"

I DRIVE BECAUSE THE BUS STOPS ARE FAR AWAY AND I HAVE A CAR. I HAVEN'T CAUGHT PUBLIC TRANSPORTATION IN A VERY LONG TIME, I'M JUST NOT INTO TO IT. HABIT, I GUESS.

I DRIVE BECAUSE I DON'T WORK IN THE CITY.

I WORK FOR A CAR COMPANY AND MUNI DOESN'T GO WHERE I NEED TO GO.

TOO MANY WEIRD PEOPLE ON IT.

I TAKE UBER. IT'S EASIER, FASTER AND MORE RELIABLE.

I WORK IN SILICON VALLEY ITS ABOUT TWO HOURS AWAY. ME AND MY WIFE CHOOSE NOT TO RIDE MUNI WHEN IN THE CITY, WE DRIVE. WHEN I THINK OF MUNI I THINK OF COMMUTING AND NEVER THOUGHT ABOUT GOING AROUND THE CITY ON MUNI. I JUST NEVER THOUGHT ABOUT IT THAT WAY BEFORE.

I DON'T WANT TO SIT NEXT TO A SMELLY HOMELESS.

AIN'T NO HOMELESS OR JUNKIES IN MY CAR.

MUNI IS A BIT CHAOTIC AND NOT ON TIME. I WALK TO WORK. WHEN I GO OUT OF TOWN, I WILL TAKE LYFT.

I WORK OUTSIDE THE CITY AND TAKE BART. OTHERWISE, I WALK, TAKE A RIDESHARE, OR TAKE UBER OR LYFT.

I HAVE MY OWN CAR AND CAN GO AND COME WHEN I WANT.

I DRIVE MY CAR BECAUSE IT IS QUICKER.

MUNI DOESN'T COME WHEN I NEED IT. IN THE SUNSET IT ONLY COMES EVERY 30 MINUTES. IF I MISS IT I HAVE TO WAIT A LONG TIME.

I DON'T RIDE MUNI BECAUSE I PREFER BIKING AROUND. I USE MY BIKE. IT'S FASTER.

MUNI DOESN'T TAKE ME TO THE PLACES I NEED TO GO. I USED TO RIDE MUNI, THERE IS NOTHING WRONG WITH IT.

I AM DISABLED, CAN'T GET ON AND OFF MUNI ANYMORE. DRIVERS WON'T LOWER THE RAMP.

I DON'T HAVE A PLACE TO GO. IT'S THE BEST THAT I CAN DO.

I NEVER TAKE THE BUS. IT'S FILTHY, SLOW, AND FULL OF VAGRANTS.

I DON'T REALLY LIKE TO RIDE THE BUS BECAUSE A LOT OF HOMELESS PEOPLE GET ON THE BUS AND I DON'T LIKE THE WAY THEY SMELL AND THE BUS IS KIND OF DIRTY.

I USE MY CAR. I HAVEN'T RIDDEN MUNI SINCE I USED TO WORK DOWNTOWN. I DON'T LIKE TO RIDE THE BUS. TOO CROWDED AND TOO EXPENSIVE.

I WORK OUTSIDE OF THE CITY.

I HAVE A CAR. IT'S MORE CONVENIENT--I CAN JUST GET WHERE I'M GOING FASTER.

I DON'T WANT TO GET ROBBED.

I STOPPED TAKING MUNI YEARS AGO. I USUALLY TOOK THE 38 GEARY. THERE WERE TOO MANY CRIMES ON IT-- PICKPOCKETS AND FIGHTS. I FEEL SAFER DRIVING.

I SAW A VIDEO ON YOU TUBE WHERE TWO WOMEN WERE FIGHTING ON ONE OF THE BUSES. NO DESIRE TO GET INVOLVED IN THAT TYPE OF MESS.

TIME ARRANGEMENT IS UP TO OURSELVES.

Q1a: "Why is the main reason that you don't ride Muni more?"

I HAVE A CAR AND IT'S EASIER BECAUSE I DON'T HAVE TO WORRY ABOUT DEALING WITH THE PASSENGERS ON MUNI. IT'S MORE PRIVATE.

WHAT I NEED IS IN MY NEIGHBORHOOD AND DON'T HAVE A NEED TO GO ANYWHERE.

BECAUSE WE HAVE A CAR. WE TAKE MUNI BUT NOT ALL THE TIME. WE HAVE A BABY AND A STROLLER.

I RIDE BART OUT OF THE CITY.

IT'S FINE FOR THOSE KINDS OF PEOPLE, BUT I'D RATHER NOT BE WITH THEM.

EASIER TO MANAGE THE TIME.

BECAUSE I WORK OUT OF MY VEHICLE.

IT BECAME TOO HARD. THE DRIVER WAS LATE OR WOULDN'T SHOW UP. I COULDN'T GET TO CASTRO TO TRANSFER.

I'VE RIDDEN THE BUS OR TRAIN TWICE IN THE PAST 4 YEARS-- I TAKE MY TRUCK WITH ME TO WORK BECAUSE I HAVE A PLACE TO KEEP IT THERE AND I KNOW IT IS SAFE.

BECAUSE I DON'T GO ANYWHERE

IT'S FILTHY AND CROWDED

IT DOESN'T RUN IN THE DIRECTION OF MY JOB.

I LIVE FIVE MINUTES AWAY FROM MY JOB, AND I HAVE A CAR WITH A PARKING SPOT AND A GARAGE.

I DRIVE MY CAR BECAUSE IT IS FASTER.

I HAVE A CAR AND CAN GO WHERE I WANT, WHEN I WANT.

I HAVE MY OWN CAR. SOMETIMES IT'S FASTER.

MUNI IS NOT RELIABLE, CAN'T DEPEND ON IT.

I WORK FROM HOME AND THE CHILDREN GO TO SCHOOL LOCALLY. I DON'T HAVE TO TAKE THE BUS ANYWHERE.

I DRIVE BECAUSE I'M CRIPPLED.

I'VE BEEN DRIVING BECAUSE IT'S QUICKER.

DRIVING TO WORK IS EASIER FOR ME. I HAVE A PLACE TO PARK AT WORK.

I GET TO WORK FASTER WHEN I DRIVE.

I AM RETIRED AND LIVE UP A BIG HILL. IT IS EASIER FOR ME TO DRIVE THAN TO USE MUNI WHERE I WOULD HAVE TO TRANSFER AND TRANSFER TO GET WHERE I LIKE TO GO.

I AM DISABLED AND GETTING ON AND OFF THE STREET CAR--I'M ON THE J CHURCH LINE--IS JUST TOO MUCH. I CAN'T DO IT ANYMORE.

I DRIVE BECAUSE IT IS FASTER.

WE HAVE CARS. THE WORK PLACES WE GO TO DON'T HAVE MUNI AND IT TAKES TOO LONG.

I GOT TWO LITTLE ONES NOW AND I DRIVE INSTEAD OF RIDING MUNI. BRINGING MY KIDS ON MUNI WOULD BE TOO MUCH WORK. IT WOULD BE EXHAUSTING.

Q1a: "Why is the main reason that you don't ride Muni more?"

I WORK VERY EARLY IN THE MORNING, AND OUTSIDE THE CITY, THEREFORE I TAKE MY OWN VEHICLE.

I DON'T GO ANYWHERE MUNI WOULD TAKE ME.

I DON'T WORK IN SAN FRANCISCO

BECAUSE I OR WALK OR DRIVE--IT'S MUCH FASTER. I HAVE A 'VETTE, SO WHY WOULD I RIDE THE BUS?

NO. I HAVE A HIP CONDITION AND HAVEN'T BEEN ABLE TO LEAVE THE HOUSE.

THEY ARE OVERCROWDED

I AM HANDICAPPED AND USE PARATRANSIT.

I PREFER WALKING FOR THE EXERCISE.

BECAUSE I DRIVE A CAR, BECAUSE IT'S PRIVATE.

I HAVE A BAD BACK FOR THE PAST SIX MONTHS AND FINALLY HAD BACK SURGERY LAST WEEK. I'M ACTUALLY IN REHAB RIGHT NOW.

IT IS MORE CONVENIENT FOR ME TO DRIVE. I LIVE EIGHT MINUTES FROM WORK. IT WOULD TAKE ME 20 MINUTES TO GET THERE IF I TOOK THE BUS.

IT IS HARD TO GET A DEPENDABLE MUNI SCHEDULE. FOR A FEW BUCKS MORE, I TAKE LYFT WHICH SUITS MY SCHEDULE.

I PREFER TO DRIVE BECAUSE THE PEOPLE THAT RIDE ON THERE ARE UNRULY. I PREFER TO BE BY MYSELF, ITS SAFER.

I THINK ITS JUST CONVENIENCE. I CAN GO EXACTLY WHERE I NEED TO GO WITH MY CAR.

IT DOESN'T REALLY GO TO THE PLACES I GO.

I TRAVEL WITH A TODDLER AND PICK HIM UP IN TWO DIFFERENT PLACES.

I WORK DOWN THE PENINSULA, SO IT'S NOT AN OPTION.

I LIVE CLOSE BY TO EVERYTHING I NEED. I DON'T WORK ANYMORE, SO I DON'T NEED IT FOR THAT.

I PREFER DRIVING, I DON'T HAVE TO BE NEXT TO PEOPLE.

I JUST PURCHASED A CLIPPER CARD AND PLAN TO USE MUNI, BUT SO FAR, I TAKE BART BECAUSE I LIVE NEAR BALBOA PARK AND I WORK NEAR THE EMBARCADERO. IT'S FASTER AND LESS HASSLE THAN MUNI.

I DRIVE BECAUSE I GET TO MY JOB FASTER.

MY EMPLOYMENT IS OVER 50 MILES FROM THE CITY.

I AM MORE USED TO DRIVING. DON'T KNOW HOW I WOULD GO ABOUT USING MUNI.

I RIDE THE BART. I'VE LIVED HERE FOR 15 YEARS AND HAVE MAYBE RIDDEN THE BUS ONCE. I WORK OUTSIDE OF THE CITY.

I WORK AT HOME. IF I GO OUT, I TAKE UBER BECAUSE IT IS MORE PREDICTABLE. I KNOW BETTER WHEN I WILL GET TO WHERE I AM GOING.

BECAUSE I DRIVE TO WORK. I WORK IN BERKELEY AND STAY LATE.

I WALK TO WORK WHICH IS CLOSE TO MY HOME.

Q1a: "Why is the main reason that you don't ride Muni more?"

BECAUSE I HAVE A CAR, AND GO OUT OF TOWN A LOT.

I HAVE TWO CARS. IT'S MORE CONVENIENT FOR ME BECAUSE I HAVE FREE PARKING AT WORK.

I TAKE UBER, BECAUSE I AM AN UBER DRIVER.

BECAUSE ITS HARD FOR ME TO MOVE AROUND.

I USED TO TAKE MUNI, BUT I GOT A CAR. I LOVE MUNI, BUT, I DO NOT HAVE TO TAKE THE TIME TO WALK TO A BUS STOP AND WAIT. NOW I CAN GO WHEN I WANT.

I WALK TO WORK.

IT'S ALWAYS PACKED AND ALWAYS SLOW AND ALWAYS FILTHY.

BECAUSE I WORK FROM HOME, AND I DON'T HAVE A NEED FOR IT.

I HAVE NEVER RIDDEN THE MUNI. I DON'T KNOW HOW.

I GAVE IT UP BECAUSE IT'S DISGUSTING. NEVER ON TIME. PEOPLE WHO SMELL. NOT A GOOD EXPERIENCE.

I DRIVE- I WORK IN THE EAST BAY.

I HAVE SIX KIDS TO HAUL AROUND.

ITS INCONVENIENT TO THE LOCATION WHERE I LIVE. I LIVE ON THE BORDERLINE OF DALY CITY AND THERE IS ONLY ONE BUS THAT RUNS FOR MY AREA.

I WORK IN THE SOUTH BAY AND USUALLY DRIVE.

BECAUSE I DRIVE, THE AREA I LIVE IN HAS NO MUNI SERVICE

BECAUSE I COMMUTE IN A CAR POOL, SO I DON'T NEED MUNI

I HAVE TO DRIVE BECAUSE I AM A PAINTING CONTRACTOR

I WALK TO MY SCHOOL WHICH IS CLOSE.

I DON'T HAVE TO. I'M RETIRED.

I AM ELDERLY. I DRIVE SO THAT I CAN GO DIRECTLY WHERE I NEED TO GO AND DON'T HAVE TO WALK LONG DISTANCES.

I DON'T GO TO WORK. I'VE BEEN HOME (PREGNANT/ AND JUST HAD MY BABY) FOR THE PAST 12 MONTHS.

I HAVE A CAR, I DO CONSTRUCTION SO I NEED THE TRUCK TO GO AROUND.

I DON'T RIDE MUNI ANYMORE. I USE A BIKE BECAUSE IT'S FASTER THAN MUNI.

CONVENIENCE WITH THE SCHEDULING AND TIME BECAUSE I WORK SO EARLY IN THE MORNING.

ESPECIALLY WHEN SCHOOL GETS OUT SOMETIMES THE KIDS GET UNRULY. I RODE MUNI MOST OF MY YOUNGER LIFE AND THE DRIVERS ARE VERY GOOD PEOPLE.

I WORK FROM HOME SO I DON'T REALLY HAVE ERRANDS TO RUN.

STOPS ARE TOO FAR AWAY.

I DRIVE TO WORK BECAUSE I'M VERY CLOSE TO MY OFFICE.

Q1a: "Why is the main reason that you don't ride Muni more?"

I DON'T USE MUNI. I AM RECOVERING. FROM A FRACTURED BACK

IT'S UNRELIABLE. I RATHER WALK AND BIKE. MUCH FASTER AND MORE RELIABLE.

DRIVERS DON'T DO NOTHING ABOUT THE PUNKS THAT RIDE IT.

I DON'T HAVE TO GO ANYWHERE SO I STAY HOME.

I LIVE ON GEARY. BUSES ARE ALWAYS CROWDED AND EVEN THE EXPRESS BUSES GO TO SLOW.

BECAUSE I HAVE A CAR, AND MUNI IS NOT CONVENIENT FOR ME. I LIVE IN THE COW PALACE AREA, AND WORK AT GENERAL HOSPITAL, I WOULD HAVE TO TRANSFER A COUPLE TIMES JUST TO GET TO WORK, SO BASICALLY IT DOESN'T REALLY GO TO ALL AREAS, AND IT IS NOT FREQUENT ENOUGH.

IT'S TOO CROWDED.

I'M DRIVING BECAUSE I HAVE A GARAGE WHERE I CAN PARK.

I INJURED MY BACK SO IT'S HARD FOR ME TO GET AROUND.

I PREFER TO DRIVE, BECAUSE I'M MORE RELIABLE.

BECAUSE I HAVE A CAR. I CAN GO WHEN I WANT.

I TEND TO WALK OR DRIVE I RODE MUNI FOR MANY, MANY YEARS AND I GOT TIRED OF THE CROWDS AND THE ODORS. THAT WAS THE THING THAT GOT TO ME.

I WALK EVERYWHERE. MUNI IS TOO EXPENSIVE. I DON'T HAVE A JOB. IT COSTS \$5 JUST TO GO TO THE BEACH.

I GOT A CAR, AND I WORK OUT OF THE CITY.

I PREFER RIDING MY BIKE. DON'T HAVE TO WAIT THAT WAY.

I DON'T USE THE BUS BECAUSE I WALK. I'M CLOSE TO MY JOB.

IT IS POORLY RUN.

I DRIVE A CAR BECAUSE IT'S LESS CROWDED.

I DRIVE BECAUSE I GO BUY STUFF FOR MY BUSINESS.

I HAVE THREE KIDS AND I STARTED DRIVING BECAUSE IT'S EASIER.

I HAVE A COUPLE OF KIDS. ITS JUST EASY TO TRAVEL WITH THEM IN THE CAR.

I'M OLDER PERSON AND I HAVE CAR AND DON'T LIVE VERY FAR FROM MY WORK AND I HAVE A DEDICATED PARKING SPACE.

I DRIVE. I CAN GO WHENEVER, WHEREVER I WANT.

I RIDE MY BIKE TO WORK OR I WALK. I LIVE DOWNTOWN.

I LIVE CLOSE ENOUGH TO WORK THAT I CAN RIDE MY BIKE, OR DRIVE. I ONLY USE PUBLIC TRANSIT FOR TRIPS TO THE AIRPORT. (BART)

I COMMUTE TO DUBLIN, AND I COULD TAKE BART, BUT IT IS TOO EARLY IN THE MORNING FOR ME TO BE DOING ALL OF THAT, BECAUSE I START WORK AT 6AM.

I CAN STAB MYSELF. I DON'T NEED TO RIDE MUNI.

Q1a: "Why is the main reason that you don't ride Muni more?"

I DON'T RIDE THE MUNI BECAUSE I DON'T NEED TO TAKE THE MUNI BECAUSE I JUST WALK. I'M WITHIN WALKING DISTANCE OF WHERE I WANT TO GO.

I DRIVE AND I WORK OUTSIDE THE CITY.

I DRIVE OUT OF THE CITY FOR COLLEGE.

BECAUSE I AM DISABLED.

I HAVE MY CAR. I WORK IN SAN MATEO.

I LIVE IN BERNAL HEIGHTS AND THERE IS ONLY ONE BUS THAT I WOULD TAKE, AND SO I JUST WALK DOWN TO THE BART STATION.

I DRIVE BECAUSE I WORK IN HALF MOON BAY.

I DON'T NEED IT BECAUSE I HAVE MY CAR. IT'S CONVENIENT--IT'S FASTER.

BECAUSE I NEED TO HAVE MY CAR AT WORK TO DRIVE TO CLIENTS

I USUALLY DRIVE. BASED ON THE WORK I DO, ITS MORE EFFICIENT TO DRIVE.

MY CAR IS MORE COMFORTABLE AND FASTER. I SHOULD GET A PRIUS BECAUSE IT WOULD BE BETTER FOR THE ENVIRONMENT.

I TAKE UBER. IT IS QUICKER, CLEANER, NO CROWD, AND IT GETS ME RIGHT TO WHERE I WANT TO GO.

IT'S DIRTY AND UNRELIABLE.

I DO EVERYTHING ELSE BUT TAKE MUNI-- IT IS DIRTY, IT IS HARASSING.

WHERE I LIVE THERE, ARE NO WAYS FOR ME TO USE MUNI AS A COMMUTE OPTION AND I DON'T NEED IT ANY OTHER TIME.

I DRIVE. I HAVE TO DRIVE BECAUSE I DON'T LIVE NEAR ANY MUNI LINES OR STOPS, AND I FIND MYSELF ALWAYS IN A RUSH. SO, DRIVING GETS ME TO WHERE I NEED TO BE THE FASTEST.

I DRIVE BECAUSE I GET MOTION SICKNESS IN THE BIG BUSES.

I NEVER LIVED NEAR A MUNI BUS STOP, SO I JUST NEVER CATCH A MUNI RIDE.

I CHOSE TO DRIVE. ID RATHER DRIVE THAN CATCH MUNI, BECAUSE I DON'T LIKE DEPENDING ON ANYONE ELSE. I LIKE TO LEAVE AT MY LEISURE, AND CONTROL MY TIME ON MY TRIPS.

THE NEWS IS FULL OF BAD STUFF THAT HAPPENS ON THERE.

I DRIVE. MY COMMUTE WORK IS IN SOUTH SAN FRANCISCO AND IT IS LITERALLY A 10 MINUTE DRIVE.

I DON'T GO OUT THAT OFTEN AND I AM OVER 70. THE PLACES I GO FOR SHOPPING IS EASIEST TO GO WITH MY CAR.

BECAUSE IT GETS TOO CROWDED.

I LIVE ON THE N LINE, THAT'S WHY.

I DRIVE BECAUSE THE BUSES TAKE TOO MUCH TIME.

I WORK OUTSIDE OF SAN FRANCISCO, ITS MORE CONVENIENT FOR ME TO DRIVE, AND MY ROUTES WOULDN'T WORK WITH MUNI

I AM A PROPERTY MANAGER AND MY WORK REQUIRES ME TO VISIT MANY PROPERTIES, SO I DRIVE.

Q1a: "Why is the main reason that you don't ride Muni more?"

I DRIVE BECAUSE I WORK ALL OVER THE BAY AREA. I LIKE THE LOOK OF THE NEW BUSES THOUGH.

I USUALLY DRIVE. ITS MORE CONVENIENT THAN SWITCHING BUSES TO GET TO MY DESTINATIONS.

I RIDE MY BIKE, ITS FASTER THAN MUNI, NOTHING AGAINST MUNI.

I DRIVE A CAR. MY CAR GOES WHERE I'M GOING.

I NEED TO CARRY A LOT OF STUFF WITH ME.

ME AND MY WHOLE FAMILY DRIVE. WE DON'T LIVE NEAR ANY MUNI STOPS. I CHOSE TO DRIVE RATHER THAN CATCH OR RIDING MUNI BECAUSE ITS NEVER ON TIME AND TRIPS TAKE TOO LONG. FOR EXAMPLE: WHAT TAKES ME 20 MINUTES IN A CAR TO GET TO WOULD TAKE ME AN HOUR RIDING ON MUNI.

I WORK OUTSIDE THE CITY, SO I JUST DRIVE.

I NEED TO DRIVE FOR MY WORK. I HAVE TO CARRY MY TOOLS. I ALSO HAVE TO OFTEN DRIVE OUTSIDE THE CITY.

MUNI IS DIRTY AND I HATE CROWDED BUSES WITH TOO MANY CHINESE PEOPLE ON MUNI. THEY'RE DIRTY AND I DON'T LIKE TO BE SURROUNDED BY THEM. IT'S JUST THE WAY I FEEL.

I PREFER TO DRIVE MY OWN CAR. I HAVE A BAD BACK. I AM MORE COMFORTABLE DRIVING MY OWN CAR.

THERE ISN'T ENOUGH BUSES ON THE LINE NEAR ME.

I TAKE MY MOTORCYCLE BECAUSE IT IS VERY FLEXIBLE AND VERY FAST.

I PREFER TO DRIVE AND ITS JUST MORE CONVENIENT. I CAN GO WHEN I WANT AND NT WAIT FOR A BUS.

I DRIVE EVERYDAY TO WORK OUT OF THE CITY.

THERE'S TOO MANY PEOPLE ON IT. I TRIED THE UNDERGROUND ONCE AND IT WAS SO CLAUSTROPHOBIC.

I GET A RIDE WITH SOMEONE. I DON'T TAKE PUBLIC TRANSPORTATION BECAUSE IT IS TOO PUBLIC!

I DRIVE BECAUSE MUNI IS A BAD SYSTEM. IT DOES NOT TAKE ME ALL THE PLACES I WANT TO GO WITHOUT HAVING TO CHANGE BUSES SEVERAL TIMES.

BECAUSE I CAN DRIVE TO WORK IN 10 MINUTES, AND IF I TAKE MUNI, IT TAKES UPWARD OF 45 MINUTES AND I HAVE TO TRANSFER THREE TIMES, PLUS WHERE I WORK IS NOT THE DOWNTOWN AREA SO THERE IS PARKING AVAILABLE. SO IF JUST MAKES SENSE FOR ME TO DRIVE.

I DRIVE BECAUSE I WORK IN MENLO PARK.

BECAUSE I HAVE GOTTEN OLDER AND I DON'T GO OUT MUCH ANYMORE.

I HAVE NEVER TAKEN THE BUS. I DON'T KNOW WHERE IT GOES OR HOW MUCH IT COSTS.

I DRIVE. I DON'T CATCH MUNI. IT'S TOO SLOW AND EXPENSIVE.

EVERYTHING I NEED IS WALKABLE.

I WORK IN SOUTH SAN FRANCISCO SO I NORMALLY TAKE THE GENENTECH BUS OR DRIVE. ON WEEKENDS I WILL TAKE UBER.

IT IS MORE CONVENIENT FOR ME TO DRIVE BECAUSE I HAVE TO WALK A DISTANCE TO MY MUNI STOP FROM HOME, AND ALSO FROM A MUNI STOP TO WORK-- AND I ALSO HAVE TO CONNECT TO A SECOND BUS ON MY TRIP TO WORK.

IT'S FILTHY.

Q1a: "Why is the main reason that you don't ride Muni more?"

I DON'T WORK IN THE CITY.

I WORK IN REDWOOD CITY. IT WOULD BE SUCH A HASSLE TO TAKE THE MUNI TO THE CALTRAIN. SO, I JUST USE THE UBER AND WALK.

Verbatim Comments from

Question 7: “What aspects of Muni would you like to see improved?”

(Base: Asked of the 543 respondents who had ridden Muni within the past six months)

Q7: ““What aspects of Muni would you like to see improved?”

I WOULD LIKE MORE EXTENDED HOURS INTO THE EVENING, OR THE SECOND HALF OF THE DAY FOR THE 41 BUS.

THE MAIN PROBLEM IS THAT THE 7 GOING OUTBOUND SEEMS TO NOT BE VERY FREQUENT. WHEN I'M WAITING FOR THE 7, IF I RUN OVER TO TRY TO CATCH OTHER BUS, THE X, I MISS IT.

RIDERS WHO ARE DISTURBING OTHER CUSTOMERS BY LISTENING TO MUSIC TOO LOUD OR LAYING SLEEPING OVER SEATS

FASTER SERVICE, FOR EXAMPLE I HAVE TO WAIT OVER 30 MINUTES FOR BUSES GOING FROM PERSIA TO 3RD ST, THAN THE OTHER WAY AROUND WHEN THE WAIT IS SHORTER. SINCE IT TAKES LONGER TO WAIT, BUSES ARE OFTEN TOO CROWDED.

BETTER CAPACITY AND CONSISTENCY OF TIMELINESS IN UNDERGROUND TRAVEL. THERE ARE OFTEN DELAYS. THE OTHER DAY I HAD TO LEAVE TO TAKE BART IT WAS SO BAD. THERE NEED TO BE MORE VOLUME (OR MORE TRAINS) DURING HEAVY COMMUTE TIMES.

DURING PEAK HOURS, MORE BUSES ALONG VAN NESS BETWEEN 4-6PM. I NOTICED DELAYS ON THE 30 STOCKTON RIDING FROM MARINA TO DOWNTOWN. THE CANCELLED STOPS AT SCOTT STREET ON THE 30 STOCKTON ROUTE ARE A BIG INCONVENIENCE FOR ALL OF US IN THE AREA BECAUSE THERE'S A SUPER MARKET THERE. THERE USED TO BE A STOP ON THE CORNER AND NOW THEY TOOK IT AWAY. WE HAVE TO WALK A BLOCK WITH OUR GROCERIES. BETWEEN 4:20 PM TO 4:50 PM THERE'S DELAYS ON VAN NESS FROM MARKET TO THE MARINA. VERY HARD TO GET A BUS.

THE TIMING OF THE NEXT BUSES. SOMETIMES THE BUSES ARE TOO FAR APART, OTHERS TIMES 3 COME IN A ROW.

OVERCROWDED, INCREASED CAPACITY,

THEY JUST TAKE OFF. I COULD BE RUNNING TO TAKE THE BUS. THEY WILL JUST TAKE OFF. ANOTHER DRIVER TOLD ME THAT ONCE THEY PULL AWAY FROM THE CURB, THEY TAKE OFF. IT BOTHERS ME.

FARE INSPECTORS NEED TO GO. WHY DO YOU AUTOMATICALLY ASSUME I'M A CRIMINAL BECAUSE I'M ON THE BUS?

I THINK SCHEDULING COULD BE DONE BETTER. THE BUSES RUN A BIT LATE.

STOP PEOPLE FROM GETTING ON THROUGH THE BACK DOORS WITHOUT PAYING. I AM SEEING MORE AND MORE OF THESE PEOPLE EVADING FARES AND MUNI IS RAISING THE PRICE OF MY MONTHLY CARD AGAIN TO MAKE UP FOR THE LOSS. THIS MAKES ME VERY ANGRY. MAYBE THEY COULD HAVE MORE PATROLS ON THE BUS; OR THEY USED TO NOT LET PEOPLE ENTER THROUGH THE BACK DOORS, THAT MIGHT CUT DOWN ON THESE CHEATERS. I SUPPOSE THEY LET THEM GO THROUGH THE BACK BECAUSE THEY ARE TRYING TO STAY WITHIN THEIR TIME SCHEDULES.

MORE TIMES FOR THE 56 BUS LINES DURING THE WEEK AND THE WEEKENDS. PLEASE.

THE TIME TABLES ARE A LITTLE OFF SOMETIMES.

MUNI IS A LITTLE UNCOORDINATED, THERE ARE OFTEN TOO MANY BUSES ARRIVING AND THEY ARE EMPTY. WHY SHOULD THERE BE THREE EMPTY BUSES RUNNING TOGETHER. MUNI SHOULD HAVE MORE BUSES DURING PEAK HOURS, AND LESS WHEN THEY ARE NOT NEEDED. SOMETIMES THE BUSES ON OCEAN AVENUE GO TOO FAST. IN SUNNYDALE STREET THERE ARE TOO MANY BUSES, ONE AFTER THE OTHER EVERY FOUR MINUTES. THE DRIVERS CAN BE A LITTLE POLITER. RIDERS DON'T HAVE A CHOICE.

IF DRIVERS COULD PULL UP CLOSER. OTHERWISE DOING A GREAT JOB.

WHEN I RIDE IT IS ALWAYS CROWDED, MAYBE THEY COULD ADD MORE BUSES.

THE TIMING OF ARRIVALS COULD IMPROVE. SOMETIMES I HAVE WAIT. I OFTEN UNDERSTAND BECAUSE OF AN ACCIDENT OR A LINE BREAK OR SOMETHING ELSE DOWN THE LINE.

SINCE I'M A STUDENT, I WOULD LIKE TO SEE MORE AFFORDABLE FARES FOR STUDENTS.

Q7: ““What aspects of Muni would you like to see improved?”

THE SPEED--JUST GETTING FROM ONE DESTINATION TO THE NEXT FASTER. THERE ARE WAY TOO MANY STOPS. MAKE IT MORE EFFICIENT AND FASTER.

THE COST

BEING ON TIME, ACCORDING TO THE SCHEDULE.

THE FREQUENCY ON THE 10. IT TAKES FOREVER. THE ROUTE MAP ON THE WEBSITE IS HARD TO USE. YOU HAVE TO ZOOM IN TO SEE IT BUT THEN YOU CAN'T TELL WHERE YOU ARE. THEY SHOULD DO IT IN GRIDS.

THE SCHEDULES ARE NOT ALWAYS ACCURATE. SOMETIMES ON THE BUS THE CLOCK IS OFF. STATION SIGNS.

I TAKE THE METRO AND SOMETIMES THE METRO IS OUT OF SERVICE.

IN THE BUS STOPS THE ELECTRIC NOTICES ARE OFTEN WRONG.

THEY ARE REALLY DIRTY AND STINKY ESPECIALLY THE 19 AND THE MISSION.

THE AMOUNT OF BUSES. SOMETIMES BUSES ARE GOING IN CERTAIN DIRECTIONS AT CERTAIN TIMES SO I FIND IT HARD TO CATCH THE BUS IN THE MORNING GOING TO WORK. IN THE MORNING WHEN I'M GOING DOWNTOWN THERE ARE MORE BUSES GOING TO THE BEACH. IN THE AFTERNOON IT'S THE OPPOSITE. WHEN I AM COMING BACK THERE ARE MORE BUSES GOING DOWNTOWN.

MUNI IS NOT ON TIME.

A LOT OF THE BUS SHELTERS ARE NOT CONSISTENTLY WELL-MAINTAINED. SOME HAVE SMASHED GLASS, SOME DISPLAYS ARE WORKING AND SOME ARE NOT. I DEPEND ON THE NEXTMUNI APP.

THE CLEANLINESS--THE SEATS AND THE INSIDE OF THE BUS.

MY CONCERN IS THE IDEA THEY ARE TALKING ABOUT, REMOVING THE M LINE AND REPLACING IT WITH THE JUDAH. I AM TOTALLY AGAINST THAT.

THE LONG BUSES NEED MORE SECURITY.

THE TIMING--THEY ARE NEVER ON TIME. IT'S NOT BAD BUT IT'S NOT GOOD. WHEN I RIDE OTHER LINES BESIDE MY NORMAL LINE. THE 24 AND 22 TEND TO BE BAD. I WISH THE BUS DRIVERS WOULD CALL OUT THE PEOPLE GETTING ON THE BACK OF THE BUS THAT DON'T PAY. SOMETIMES IT'S TOO CROWDED TO SEE, BUT I'VE BEEN ON OPEN BUSES WHERE THE DRIVER SHOULD BE ABLE TO SEE.

THE CONSISTENCY OF TIMES, FOR EXAMPLE THEY ARE TO ARRIVE AT 4:15 BUT IT IS 4:16 WHEN THEY ARRIVE. THE GENERAL CLEANLINESS OF THE BUSES. THERE IS LITTER, GRAFFITI. THEY ARE SMELLY AND DAMP. THEY ALSO NEED NEWER TECHNOLOGY, LIKE A WAY TO TRACK THE BUS AND SEE WHERE IT IS ENROUTE.

THE TIME--THAT THEY COME ON TIME. IF YOU'RE UNLUCKY, NONE COME IN 30 OR 40 MINUTES AND THEN YOU HAVE TO CATCH UBER TO GET TO WORK.

BEING ON TIME, MORE, FREQUENT AND BIGGER BUSES IN CHINATOWN, THEY ARE REALLY CROWDED. ALSO, CLEANLINESS.

I WOULD LIKE TO SEE INCREASED RELIABILITY. THE L, FOR INSTANCE, IS SCHEDULED TO RUN ABOUT EVERY 10 TO 12 MIN, BUT IT SEEMS TO DISAPPEAR FOR INTERVALS-- MOST LIKELY BECAUSE OF LACK OF DRIVERS OR FAILING EQUIPMENT.

THE MUNI TRAINS NEED TO BE MORE FREQUENT. OFTEN THE BOARDS SAY MUNI IS COMING BUT IT DOESN'T ARRIVE AS IT SAYS. THEY CAN IMPROVED. AT NIGHT MUNI IS OFTEN REALLY PACKED. THAT COULD BE IMPROVED.

1. ADD MORE CARS TO THE N JUDAH, INSTEAD TWO CARS THEY COULD HAVE FOUR. 2. MOST STATIONS ARE SO LONG THAT THEY CAN BOARD AND DISBOARD PASSENGERS FROM TWO STREETCARS AT THE SAME TIME.3. ON THE ABOVE GROUND STOPS, FOUR CAR TRAINS SHOULD BE EASILY ACCOMMODATED. I RIDE MORNING AND EVENING AND THEY ARE ALWAYS TOO CROWDED.

Q7: ““What aspects of Muni would you like to see improved?”

ON THE T-LINE, IF THEY CAN FIX THE PROBLEM OF IT GOING INTO THE YARD BETWEEN 7:00 AM AND 9:45AM.

I WOULD LIKE TO SEE MUNI DO A BETTER JOB AT PUTTING BUSES OUT ON THE ROUTES. I HATE IT WHEN I'M AT A STOP FOR LIKE 15 TO 25 MINUTES WAITING AND THEN THREE OR FOUR BUSES COME AT THE SAME TIME, THAT REALLY BOTHERS ME. FIX THAT AND I WILL BE HAPPY.

KNOW WHEN THE NEXT MUNI IS ARRIVING THEY SHOULD HAVE A REGULAR SCHEDULE AND FOLLOW IT. ON THE 24 LINE IT IS ANNOYING. THE SCHEDULE IS ONE OF THE LONGEST ROUTE AND THE MOST UNPREDICTABLE. THEY SHOULD EXPAND THEIR UNDERGROUND SERVICES, IT WOULD BE A GREAT IMPROVEMENT OVERALL.

THE CLEANLINESS OF THE BUSES IN THE SITTING AREAS. THE POLICING OF PEOPLE WHO DON'T PAY TO GET ON THE BUS.

MORE BUSES

CLEANER. PEOPLE DO NOT PAY.

I GUESS LIKE, SO AREAS WHERE THEY HAVE STROLLER OR WHEEL CHAIR PICK UP. ITS HARD TO GET A STROLLER UP AND DOWN THE STAIRS IN THE SUNSET. DRIVERS WONT USE WHEEL CAR RAMPS FOR STROLLERS.

ADD MORE BUSES. WHEN MUNI WAS INITIALLY STARTED BY ALIOTO, IT WAS FOR A POPULATION MUCH LOWER THAN WHAT WE HAVE NOW, SO THEY NEED TO EXPAND THEIR BUS COUNT TO ACCOMMODATE THE POPULATION. A LITTLE CLEANER WOULD BE NICE. I HAVE TO SAY THAT I HAVE RIDDEN MUNI FOR YEARS AND IT IS THE ONE OF THE BEST TRANSPORTATION OPTIONS IN THE WORLD.

WELL I REALLY HATE GETTING ON A DIRTY MUNI BUS AND THAT COULD EASILY BE AVOIDED BY HAVING A TRASH BIN INSIDE MUNI, AND HAVING SIGNS POSTED TO KEEP MUNI CLEAN. PEOPLE THEMSELVES WOULD PITCH IN AND STOP LITTERING ON BUSES.

MORE CARS AT PEAK TIMES-- SUCH AS DURING EVENTS

PUT THE 38 UNDERGROUND

MORE BUSES, BETTER TIME ACCURACY.

J LINE IS NOT FREQUENT ENOUGH. THERE WAS ONLY ONE UNDERGROUND LAST WEEK, WITH ABOUT SIX ABOVE GROUND. THERE SHOULD BE MORE ADDITIONS TO THAT LINE. ALSO, MORE INFORMED STATION AGENTS, I WAS INQUIRING AT THE FOREST HILL STATION AS TO WHAT TIME THEY OPENED IN THE MORNING, AND THE AGENT DID NOT KNOW.

LINE 1 IS ALWAYS LATE OR TWO OR THREE COME AT ONCE.

PLEASE KEEP MUNI CLEAN

JUST BEING ON TIME MORE

THE CLEANLINESS ON THE BUSES. THE TIME--IT DOESN'T SEEM LIKE THE APPS ARE AS ACCURATE. THE SCHEDULING, BECAUSE THE APP TELLS YOU ONE THING AND THE BUS DOESN'T COME OR IT LEAVES BEFORE THAT TIME.

MY ONLY THING I CAN COME UP WITH AND THERE ACTUALLY IMPROVING GREATLY ON IS THEIR DELAYS DURING COMMUTE HOURS.

THEY NEED TO HAVE WINDBREAKS AT THE STOPS BY ATT PARK, THEY JUST HAVE THESE WAVY TYPE ROOFS

BETTER ON TIME SERVICE.

THE FREQUENCY, HOW OFTEN IT COMES, AT ALL STOPS. DURING PEAK HOURS IT COMES FAIRLY OFTEN BUT MAKE THE OFF HOURS BE MORE FREQUENT. I WAS IN WASHINGTON, DC AND THE BUS COMES MORE OFTEN--EVERY 5 MINUTES.

Q7: ““What aspects of Muni would you like to see improved?””

ADD MORE BUSES ON MUNI'S BUSY LINES DURING COMMUTE HOURS AND HEAVY TRAVELED REGULAR LINES TO PREVENT THE CROWDING THAT EXISTS.

MAYBE FOR THE BRYANT BUS TO GET MORE ON TIME.

MORE BUSES ON ALL MUNI LINES.

HAVE A WAY TO CONTROL THE BEHAVIOR OF THE PASSENGERS. SOMETIMES THEY ARE LOUD AND DOING STUFF THAT'S AGAINST THE RULES. THE RULES ARE NOT BEING ENFORCED. I KNOW IT'S DIFFICULT FOR THE DRIVER BUT SOMETHING COULD BE DONE.

IT'S PRETTY GOOD, I DON'T THINK THERE IS ANY THING TO IMPROVE.

I WOULD LIKE TO SEE A SECURITY GUARD ON THE F -LINE. ITS ONE OF THE BUSIEST LINES FOR TOURISTS IN THE CITY AND I'M OFTEN ASHAMED BECAUSE OF THE LOCAL PEOPLE THAT RIDE IT. IT'S A LOT OF HOMELESS, DRUG ADDICTS, GANG BANGERS, AND CRAZY WOMEN. I BET AFTER TOURISTS GET OFF OF THE F-LINE, THEY NEVER WANT TO COME BACK TO SAN FRANCISCO.

I THINK THEY'RE DOING A GOOD JOB.

THE KINDNESS AND ETIQUETTE OF THE DRIVERS. THEY NEED MORE PEOPLE ON THE BUS TO POLICE IT.

THE BALBOA IS USUALLY ON TIME. THE OVERCROWDING--THE BUSES ARE JAM PACKED. THERE ARE ONLY SO MANY BUSES. THEY COULD HAVE A LOWER FARE AT SOME HOURS, FROM 10:00AM UNTIL 2:00PM.

THEY NEED TO HAVE MORE SURVEILLANCE ON THE BUSES TO DETER CRIMINAL TYPE ACTIVITY.

THE FREQUENCY AND CROWDING. IT'S A BALANCE BETWEEN HOW MUCH MUNI SPENDS AND COLLECT, BUT IF I WAIT MORE THAN 10 MINUTES I WISH I HADN'T TAKEN MUNI, AND THAT'S MORE THAN HALF THE TIME. THE OVERCROWDING DURING RUSH HOUR MAKES MUNI VERY CHALLENGING, BUT IT'S NOT BAD IN OFF HOURS.

THEY COME VERY FREQUENTLY BUT THEY ARE ALWAYS FULL. YOU ARE SQUEEZED IN LIKE SARDINES, AND IT'S NOT A PLEASANT EXPERIENCE. I SAW SOME NEW CARS AND WAS UPSET BECAUSE SOME ONLY HAVE ONE ROW OF SEATS. THAT MEANS FOR MORE PEOPLE TO STAND AND THERE ARE NO BARS IN THE CENTER TO HOLD ONTO. IT'S A POOR USE OF SPACE. I DON'T UNDERSTAND WHY THEY DON'T ALL HAVE TWO CARS. WHY IS THAT? IN THE MORNING RUSH HOURS, THEY RUN FREQUENTLY.

THEY HAVE CUT OUT ALL OF THE ROUTES AND STOPS IN MY AREA. THAT MAKES IT VERY DIFFICULT FOR THE ELDERLY PEOPLE IN MY AREA. ALSO, WHEN I DO GET A BUS, IT IS STANDING ROOM ONLY. ONLY PEOPLE AT THE END OF THE LINES CAN GET A SEAT. BE CLEANER.

THE 38 IS SUPER CROWDED TO THE POINT WHERE IT SEEMS UNHEALTHY, MAYBE IF THEY ADDED MORE BUSES TO THE LINE

NON-PAYER FARE ENFORCEMENT. TOO MANY PEOPLE GO THRU THE BACK DOOR. SOMETIMES THE BUSES ARE NOT ON TIME, SO THEN THEY ARRIVE TOO CLOSE TOGETHER.

FREQUENCY OF SERVICE. MUNI COULD HAVE A BETTER ON-TIME RECORD.

WAIT TIME TOO LONG, AND SHOULD HAVE A MONITOR IN M/L/K CAR SO THAT CAN KNOW WHICH STATION THEY ARE TRAVELING AND MUNI STOP IS SO DIRTY

I WISH THE UNDERGROUND WAS A LITTLE BIT MORE RELIABLE ON THE SPEED OF GETTING DOWNTOWN. IF IT COULD BE MORE CONSISTENT OR PREDICTABLE. IF I KNEW IT WAS GOING TO TAKE 25 MINUTES RATHER THAN HAVING TO HAVE PADDING TIME AND LEAVE AN HOUR EARLY JUST TO MAKE SURE I CAN GET THERE ON TIME. THE 36 IS RELIABLE; IT'S THE UNDERGROUND THAT BREAKS DOWN. HAVE MORE FREQUENT UNDERGROUND TRAINS.

THE AMOUNT OF BUSES RUNNING IS NOT ENOUGH. THEY ARE TOO CROWDED

Q7: ““What aspects of Muni would you like to see improved?”

ON THE J CHURCH, IMPROVED FREQUENCY. FOR THE OTHER COVERAGE I'M TRYING TO GO SOUTH OF MARKET AND THERE ARE NO GOOD CONNECTIONS.

MORE BUSES ON THE 49. WHEN MUNI DECIDES FOR ANY REASON TO END A ROUTE ANYWHERE BESIDES THE SCHEDULED DESTINATION, PLEASE HAVE A BUS WAITING OR ON STANDBY; BECAUSE IT REALLY SUCKS WHEN THAT HAPPENS AND WE HAVE TO WAIT A LONG TIME FOR A REPLACEMENT BUS.

IT CAN BE ON TIME.

CLEANLINESS, SUCH AS URINE ON THE SEATS. BEING ON TIME. FEWER DELAYS.

I WOULD LIKE TO SEE A KIND OF BUS DRIVER MORE LIKE JACKIE GLEASON-- A NICER GUY. SOME ARE RUDE, COLD AND BRUTAL. MAYBE THEY ARE LIKE THIS TO ME IS BECAUSE I AM WHITE, MOST OF THE DRIVERS I SEE ARE BLACK AND I DON'T KNOW WHY THAT IS. SOME OF THE BLACK DRIVERS ARE GOOD THOUGH. I AM A SENIOR AND DISABLED. I HAD A STROKE ONCE. I WOULD LIKE TO HAVE A DRIVER WHO HAS TAKEN A COURSE ON KINDNESS, OR A COURSE FROM DALE CARNEGIE.

MORE LINES ON THE CROWDED TIMES

TRY TO BE ON TIME. ALL THE MUNI METROS ARE ALWAYS LATE.

I WOULD LIKE TO LIKE TO SEE THE BUS ARRIVE MORE OFTEN ON TIME.

MY LINE I TAKE IS JUST FINE.

BUS STOPS LIKE AT VALENCIA AND MISSION BY THE HOSPITAL. THEY MOVED THE STOP. NOW, IT'S ACROSS THE STREET AND FARTHER FROM THE HOSPITAL. IT MAKES IT HARDER FOR ELDERLY PEOPLE AND PEOPLE LIKE ME, WITH BAD KNEES TO GET TO THE STOP. ALSO, THEY NEED TO CLEAN A COUPLE OF THE BUS STOPS BETTER, LIKE THE ONE AT MISSION AND PERSIA. THERE IS VOMIT AND THINGS LIKE THAT. THEY DO NOT CLEAN IT ALL UP.

THE TIMING OF THE BUSES, NOT NECESSARILY MORE FREQUENT BUT MORE ACCURATE. IT IS A MENTAL THING, WHEN PEOPLE THINK A BUS WILL ARRIVE IN THREE MINUTES BUT IT COMES IN SEVEN MINUTES THEY GET ANGRY. IT DESTROYS PEOPLES' EXPECTATIONS. TAKE AWAY THE TICKET INSPECTORS, OR REARRANGE THE INSPECTORS TAKE THEM TO THE NEIGHBORHOODS WHERE PEOPLE CAN AFFORD THOSE TICKETS, DON'T JUST HIT THE POOR NEIGHBORHOODS. DON'T PUT POOR PEOPLE IN SITUATIONS THAT JUST ADD TO THEIR STRESS. TAKE AWAY THE RIGHT TURN ON CESAR CHAVEZ AND GIVE IT BACK TO THE CARS. WE ARE REALLY USED TO THE WAY THINGS ARE IN THE MISSION.

WAY TOO CROWDED.

I WOULD LIKE TO SEE NEWER AND CLEANER BUSES.

I WOULD LIKE MUNI TO BE ON TIME, ITS A BIG HASSLE WHEN THERE MORE THAN A COUPLE OF MINUTES LATE OR JUST DON'T SHOW UP AT ALL. BUS STOPS COULD GET MORE CROWDED WHICH IN TURN LESS CHANCE TO GET A SEAT. MUNI COULD WORK ON BUS CLEANLINESS.

I WOULD TO SEE MORE ROOM FOR SENIORS IN THE FRONT.

ACCURATE TIMES, KEEP BUSSES CLEAN.

BUSES CAN BE FASTER. THEY CAN BE LESS CROWDED.

THE BUS IS NOT ON TIME. SOMETIMES THE BUS DRIVER DOESN'T STOP. THEY JUST PASS ME UP. THE NUMBER 8, THE 30 AND 45 SOMETIMES ARE NOT REALLY FULL AND THEY STILL DON'T STOP.

STICKING TO THE SCHEDULE. MAKE THE BUS CLEAN. AND MAKE IT SAFE---SAFE FROM THE CREEPS ON THE BUS MAKING TROUBLE, ESPECIALLY ON THE MISSION LINE.

I'M PRETTY HAPPY WITH ALL ASPECTS OF MUNI, BECAUSE I SO SELDOM RIDE IT.

Q7: ““What aspects of Muni would you like to see improved?”

I RIDE SUCH SHORT DISTANCE. THE STATIONS ARE KIND OF DIRTY, ESPECIALLY CIVIC CENTER. IT'S TOO CROWDED.

SHOW THE ARRIVAL TIMES AT BUS STOPS ONBOARD THE BUS.

SCHEDULING MORE OFTEN, MORE BUSES, BETTER ON TIME BUSES

IT DOESN'T LET ME DOWN THAT OFTEN. I WOULD LIKE MORE EAST-WEST COVERAGE ON THE UNDERGROUND METROS-- MORE OF A SUBWAY KIND OF THING.

IF MUNI CAN BETTER THERE ON TIME PERFORMANCE AND I WOULD LIKE MUNI TO GET A LITTLE CLEANER.

FREQUENCY OF BUSES. MORE LINES IN THE OUTER NEIGHBORHOODS. IN THE SUNSET, ADD MORE NORTH TO SOUTH LINES. ALSO, MORE LINES TO GET TO THE RICHMOND DISTRICT. NEED MORE VARIETY OF LINES IN THE HILLS IN THE INNER SUNSET.

I WOULD LIKE TO SEE THE MUNI UNDERGROUND IN CHINATOWN FINISHED BECAUSE IT IS TOO CONGESTED IN THAT AREA.

TIMING-- THE ONLY AGGRAVATING THING TO ME IS WAITING LONG PERIODS WITH NO BUSES, AND OTHER PERIODS WITH MANY BUSES IN QUICK SUCCESSION.

THE OVERCROWDING. IT'S KIND OF CROWDED ON BUSES. IT'S TOO CLOSE FOR COMFORT.

ROUTE TIME ARRIVALS COULD BE BETTER

THE ONLY THING I CAN SUGGEST IS MUNI CAN HAVE MORE SERVICE, OR MORE FREQUENT BUSES

THEY HAVE BIKE RACKS ON THE BUSES, BUT NEED SOME ON THE STREETCARS.

MAYBE THE SCHEDULE. IF THE BUS WERE RUNNING QUITE OFTEN, BECAUSE I'M NOT RIDING DURING RUSH HOUR. OTHERWISE I FEEL COMFORTABLE. SOMETIMES WHEN PARKING IS DIFFICULT I WILL TAKE THE BUS. THE METRO IS FANTASTIC.

NIGHTTIME FREQUENCY. INCREASE BUSES. HAVE RULE ENFORCEMENT. TOO MANY ARE PLAYING AND BLASTING THEIR MUSIC, SO EVERYONE IS SUBJECTED TO LISTENING TO IT.

I WISH THAT THE CONDUCTORS WOULD NOTE THE STOPS. SOME OF THEM SOUND LIKE FLIGHT ATTENDANTS BUT MOST OF THEM DON'T AND ON CROWDED BUSES SOME PEOPLE HAVE A HARD TIME SEEING WHERE THEY ARE. I WISH THE TIMES APPEARING AT THE STOPS WERE MORE ACCURATE. THEY ARE TERRIBLY OFF.

MORE CARS AT COMMUTE HOUR, TOO CROWDED.

SOMETIMES IT SAYS 15 MINUTES, BUT IT DOESN'T SHOW UP AND I HAVE TO TAKE OTHER TRANSPORTATION WHEN I BUY CLIPPER EVERY MONTH.

TIMES BETWEEN STOPS ARE NOT ALWAYS ON TIME

THE CLEANLINES OF THE TRAINS COULD BE IMPROVED-- TRASH, NEWSPAPERS, FOOD. THE L IS A REALLY A BUSY LINE WITH LOTS OF KIDS AND OTHERS WHO TEND TO LEAVE THINGS BEHIND. IT IS DOESN'T DETER ME FROM USING IT, BUT IT'S ONE THING I WOULD LIKE TO SEE.

THE DRIVERS SOMETIMES DO NOT OPEN THE DOOR FOR YOU, EVEN IF YOU ARE STANDING RIGHT THERE WAVING AT THEM, THEY JUST TAKE OFF AND GO.

THE FREQUENCY OF BUS LINES--NOT HAVING TO WAIT MORE THAN FIVE MINUTES. I HAVE ONE VERY SPECIFIC REQUEST ABOUT THE LIFELINE PASS. MY EMPLOYER HAS WAGeworks FOR PUBLIC TRANSIT AND I'M A LIFELINE USER. THE KIOSK AT PRESIDIO AND GEARY IS ONLY PLACE I CAN USE IT. THE PERSON THERE HAD NO IDEA WHY IT IS THE ONLY PLACE. I CALLED SFMTA AND THEY SAID IT IS NOT REGULATED BY SFMTA, THAT IT'S REGULATED BY SAN FRANCISCO ENVIRONMENT. I WOULD LIKE IT IF WAGeworks WERE ACCEPTED WHEREVER THEY SELL LIFELINE.

Q7: ““What aspects of Muni would you like to see improved?””

THE BUSES TO BE LESS CROWDED.

I WOULD LOVE FOR THE DRIVERS TO AT LEAST (I KNOW THEY CAN'T WAIT FOR EVERYBODY) AT LEAST WAIT FOR THE ELDERLY AND HANDICAPPED TO HAVE TIME TO SIT DOWN AFTER THEY BOARD THE BUS. I RECALL A YOUNG HANDICAPPED LADY WHO FELL JUST AFTER PAYING BECAUSE THE DRIVER TOOK OFF. I WAS VERY UPSET SEEING THIS BECAUSE I'M HANDICAPPED. I WAS VERY AFRAID THAT SHE COULD HAVE BEEN HURT. I SEE THINGS LIKE THAT HAPPEN A LOT. ALSO MY PARENTS ARE VERY OLD. MY DAD IS OVER 90, AND LIKES TO TAKE THE BUS BECAUSE IT MAKES HIM FEEL FREE, BUT HE FELL ONCE LAST YEAR. HE HURT HIS SHOULDERS. TO THIS DAY HE IS STILL HURTING. IN HIS CASE, HE FELL GETTING OFF THE BUS BECAUSE THE DRIVER STARTED TO GO BEFORE HE HAD HIS BOTH FEET FIRMLY ON THE GROUND. THE DRIVER DIDN'T EVEN STOP. ONCE I LEARNED ABOUT PARATRANSIT, I TAKE THE BUS MUCH LESS. MY MOM, ALSO.

THE BUSES CAN BE BIGGER AND MORE FREQUENT, THE SHELTERS COULD HAVE WI-FI. I THINK MUNI IS DOING A GOOD JOB.

CLEANLINESS, ALTHOUGH THEY ARE CLEANER THAN BART.

FASTER. ONLY SEVERAL LINES NEAR MY HOME ARE FASTER. I WOULD LIKE FASTER BUSES.

COMMUNICATION WITH RIDERS COULD BE BETTER, LIKE WHEN THEY HAVE TO CHANGE THE ROUTE FOR WHATEVER REASON, I'VE BEEN ON THE BUS WHEN WE WERE NOT INFORMED OF THAT. ALSO, THE INFRASTRUCTURE COULD BE IMPROVED, LIKE TRAIN BREAKDOWNS AND RAILS NEEDING REPAIR.

THE BUS DRIVERS NEVER WAIT A MOMENT EVEN WHEN THEY SEE YOU RUNNING TO CATCH IT AT THE BUS STOP.

THE HOMELESS PROBLEM. THE BUS GETS A LOT OF HOMELESS PEOPLE RIDING THAT DON'T PAY.

TOO CROWDED IN THE MORNING AND AFTERNOON TO CHINATOWN

MORE TRAINS DURING COMMUTE TIMES, ONLY BECAUSE THERE IS NO ROOM ON THE TRAINS OR BUSES DURING COMMUTE. ITS A BIG HASSLE AND EXTREMELY UNCOMFORTABLE.

I WAS WAITING FOR THE K ON OCEAN AVE, 511 WAS SAYING 6 MIN, 6 MIN, 6, MIN, BUT IT WAS OVER 40 MINUTES. EVERY TIME I CALL I GOT BAD INFORMATION. MUNI NEEDS TO GIVE CORRECT ARRIVAL INFORMATION. THERE ARE ISSUES AT THE TRAIN STATIONS TOO, THAT NEEDS TO BE CONVEYED TO 511. MANY TIMES FOR THE 43, IT IS SUPPOSED TO ARRIVE EVERY 15 MIN-- BUT SOMETIMES IT COMES ERRATICALLY-- SOMETIMES NOT OFTEN ENOUGH, OTHER TIMES ALL IN A ROW. I THINK IT MAY BE BECAUSE DRIVERS ARE ALL COMING OFF A BREAK AT THE SAME TIME. THE 43 IS OVERCROWDED. THERE NEED TO BE MORE 43 BUSES. IT IS ALWAYS CROWDED, BUT ESPECIALLY AFTER SCHOOL TIME, AFTER 2:30 PM. SOMETIMES I AM AT A STOP AND I MAY NOT BE LOOKING DIRECTLY AT THE DRIVER, BUT THE DRIVER PASSES ME BY AS IF I'M NOT THERE! AT MUNI STATIONS, THE MUNI PERSONNEL IN THE BOXES ARE VERY RUDE AND DO NOT HELP. WHY ARE THEY THERE? WHAT ARE THEY PAID TO DO?

THE BARS AND THE SEATS CAN BE BETTER CLEANED AND MORE OFTEN.

THE 54, 10 AND T LINES: MORE BUSES AND TRAINS, TRANSFERS ON THE CABLE CARS, CHEAPER FOR LOCALS ON CABLE CAR.

MAKE BUSES LONGER ON THE # 5 LINE DURING THE RUSH HOUR. IT IS JUST JAMMED WITH PEOPLE. ALSO, I AM ON THE SHORT SIDE, AND WHEN I AM STANDING IT IS DIFFICULT TO TRY TO REACH THE POLES OR STRAPS THAT YOU HOLD ON TO KEEP YOUR BALANCE.

CLEANLINESS--THE BUSES ARE FILTHY. WE NEED A SUBWAY BECAUSE THE 38 GEARY IS MAXED OUT, OVERBURDENED. THERE IS NO ROOM TO STAND, LET ALONE SIT DOWN. WE HAVE MORE BUSES ALREADY. THERE ARE ENOUGH BUSES ON GEARY AND ALL THEY ARE DOING IS CREATING MORE TRAFFIC. WE'RE AT A POINT WHERE MUNI JUST DOES MORE BUSES AND CREATES MORE TRAFFIC. WE NEED TO CREATE A SUBWAY ON GEARY.

Q7: ““What aspects of Muni would you like to see improved?””

MORE FREQUENT STOPS, MORE BUSES, MORE OFTEN. THEY HAVE ELIMINATED STOPS ON ALL THREE ROUTES I TAKE, SO THE BUSES ARE MORE CROWDED. BUS STOPS NEED UPDATED SIGNAGE. IT SHOULD BE IMPROVED TO LET PEOPLE KNOW WHAT IS GOING ON. YOU DON'T KNOW IF A ROUTE HAS BEEN ELIMINATED, CHANGED, OR WHATEVER. THERE SHOULD BE SOME WAY TO LET RIDERS KNOW THESE UPDATED SITUATIONS. ALSO, WHEN I FILE A COMPLAINT I NEVER GET FEEDBACK REGARDING IT, AND WHEN I HAVE TRIED TO CALL THE PHONE NUMBER PROVIDED WITH MY COMPLAINT REFERENCE NUMBER, I GET NO ANSWER.

FREQUENCY OF SERVICE, CLEANLINESS, SOMETIMES GARBAGE IS ON MUNI. DO SOMETHING ABOUT THE HOMELESS CRAZY PEOPLE.

JUST THE CLEANLINESS OF THE ACTUAL CARS. OTHER THAN THAT, I DON'T HAVE ANYTHING SPECIFIC.

SOMETIMES THEY DON'T STOP WHEN I'M WAITING, AND THERE ARE A LOT OF PEOPLE WAITING.

THE NEW ELECTRIC DIESEL BUSES HAVE A REAL HIGH STEP ONCE YOU GET INSIDE, ITS KIND OF DIFFICULT TO MAKE IT UP ONTO YOUR SEAT IF YOU ARE ELDERLY OR SHORT. MORE FREQUENT RUNS FOR THE 38 GEARY. ALSO, I DON'T THINK THEY SHOULD PAINT A RED LINE DOWN GEARY. I ALSO DRIVE SO FROM A DRIVERS STANDPOINT I DO NOT THINK THAT WOULD BE BENEFICIAL. IT WOULD JUST MAKE THE TRAFFIC WORSE.

THE BUS COULD BE CLEANER.

MY WIFE GOT A TICKET ABOUT THREE WEEKS AGO AND WE ARE APPEALING IT. THE WHOLE SITUATION WAS MESSED UP. WHEN SHE HOPPED OFF THE BUS, SHE WAS APPROACHED BY AN OFFICER. WE HAVE MULTIPLE CLIPPER CARDS AND WE EACH CARRY A COUPLE OF THEM. SHE WAS FLUSTERED WHEN SHE WAS TRYING TO GIVE THE CORRECT CARD. THE OFFICER SAID IT WAS NOT READING AND SHE WAS TRYING TO FIND THE OTHER CARD. THE OFFICER HAD SEVERAL CARDS IN HER HAND AND THEN SHE SAID THE CARD DIDN'T HAVE ANY VALUE ON IT. THE CARDS GOT MIXED UP MAYBE. MY WIFE SAID THAT CAN'T BE MY CARD THEN, BUT THE OFFICER GAVE HER A TICKET AND SAID SHE COULD CHALLENGE IT LATER. BUT I'M WORRIED IT CAN BE DENIED AND IT'S A \$140 TICKET. I'M HAPPY WITH THE SERVICE. WHEN I GOT ON THIS AFTERNOON AN OFFICER WAS RIDING JUST TO KEEP IT SAFE. EVERYTHING ELSE IS GREAT. I TAKE IT EVERY DAY TO AND FROM WORK.

MORE BUSES SHOULD BE AVAILABLE. IT TAKES 15 MINUTES TO DRIVE DOWNTOWN, BUT WHEN I TAKE MUNI IT TAKES AT LEAST AN HOUR. I LIVE BY CANDLESTICK PARK, IN A FIVE BUILDING COMPLEX. ON THE 56 ROUTE, THE LAST STOP IS FOUR BLOCKS FROM OUR COMPLEX. THIS IS A TERRIBLE HARDSHIP FOR THE PEOPLE WHO LIVE HERE. MANY ARE ELDERLY. THEY HAVE TO WALK FOUR LONG BLOCKS TO THE COMPLEX, OFTEN TIMES CARRYING GROCERIES. IT IS VERY HARD FOR THEM. WE NEED A STOP HERE AT OUR COMPLEX. EACH BUILDING HAS 100 UNITS AND THERE ARE FIVE BUILDINGS, SO A LOT OF THE RESIDENTS RIDE HAVE TO WALK SO FAR TO GET TO THE STOP. IT IS VERY INCONVENIENT AND STRESSFUL. PLEASE PUT A STOP CLOSER TO OUR COMPLEX BY CANDLESTICK PARK. ALSO, I AM VERY AFRAID WHEN I AM ON THE 56 OR T LINE. THERE SHOULD BE MORE PROTECTION FOR THE RIDERS. THERE ARE PEOPLE STEALING AND ACTING BAD ON THE BUS ALL THE TIME, AND NO ONE DOES ANYTHING. I ALSO DO NOT FEEL SAFE WAITING AT THE STOP. IT IS VERY SCARY.

KEEP A SCHEDULE, EVEN SHOWING UP LESS THAN FIVE MINUTES LATE WOULD BE GREAT. MANY TIMES THE DRIVERS DO NOT PULL UP TO THE STOP ALL THE WAY, THEY SHOULD PULL UP TO WHERE THEY ARE SUPPOSED TO GO. ALSO, SOME DRIVERS WILL JUST KEEP DRIVING WHEN THERE IS A PERSON RUNNING AND WAVING THEIR ARMS, THEY COULD AT LEAST PULL UP TO NEXT STOP TO LET THEM BOARD. THEY HAVE NO SYMPATHY FOR THEIR RIDERS. ALSO, SOMETIMES THEY WON'T OPEN THE BACK DOOR BECAUSE I GUESS PEOPLE ARE CHEATING AND NOT PAYING. THIS MAKES IT TOO CROWDED IN FRONT. SO WHAT IF SOMEONE CHEATS, THEY CAN CALL THE MUNI POLICE TO GET THEM.

RIGHT NOW IT SEEMS PRETTY GOOD TIMEWISE, AND THERE HAVE NOT BEEN ANY BREAKDOWNS LATELY.

BUS TIMER SHOULD BE UPDATED; TIMING IS NOT THAT GOOD.

Q7: ““What aspects of Muni would you like to see improved?””

IT'S BETTER THAN OTHER CITIES THAT DON'T HAVE TRANSIT, BUT THE N JUDAH REPAIRS IN THE TUNNEL ON WEEKENDS ARE A PROBLEM BECAUSE I WORK AT NIGHT. NEXTBUS DOES NOT RELIABLY WORK, IT NEEDS TO BE FIXED. I CALLED IN BUT THEY DIDN'T GET IT FIXED. ANY TIME THERE IS A BALLGAME PEOPLE WHO WORK HERE CAN'T GET HOME BECAUSE THEY DON'T GO ALL THE WAY TO THE END OF THE LINE. THEY SHOULD PRIORITIZE IT FOR PEOPLE GOING HOME FROM WORK. THE DAILY NEEDS OF RIDERS ARE BEING SUBLIMATED. I KNOW THEY NEED FUNDING AND I THINK THEY SHOULD CHARGE THE BENEFICIARIES LIKE THE GIANTS. IT'S REALLY FRUSTRATING WHEN YOU CAN'T GET WHERE YOU'RE GOING. I DO TAKE IT AND WHEN IT RUNS WELL I APPRECIATE IT, BUT WHEN IT DOESN'T IT'S A BIG CHALLENGE.

I WORK FOR THE GIANTS. I USE THE J AND TRANSFER TO THE T OR THE N. ON GAME DAYS THEY GET SO CROWDED THAT NO ONE CAN BREATHE-- THERE NEEDS TO MORE OF THOSE-- ESPECIALLY THE TWO CAR T-LINE. WHEN IT'S HOT, THEY OFTEN HAVE THE HEATERS ON-- IT DOESN'T SEEM TO OFTEN CORRELATE WITH THE WEATHER OUTSIDE. IT WOULD BE HELPFUL IF MORE DRIVERS ANNOUNCED STOPS. SOME DO. OTHERS DON'T.

I THINK THEY SHOULD HAVE MORE SPACE FOR BICYCLES. NOT ENOUGH SEATING ON THE NEW BUSES ON 38 GEARY.

A WAY FOR PEOPLE TO GET INFO ABOUT UPDATED OR CHANGED ROUTES, LIKE DURING THE GAY PRIDE PARADE. I CALLED 511 FOR THAT INFO, SHE REFERRED ME TO WEBSITE, WHICH DIDN'T HELP ME.

ARRIVAL TIMES, JUST NOT ACCORDING TO WEBSITE

I DON'T THINK THERE IS ANYTHING THAT CAN BE DONE; I HAVE SYMPATHY FOR THE DRIVERS BECAUSE IT'S A TOUGH JOB.

THE 45 BUS GOING TO CALTRAIN IN THE MORNINGS GETS TO THE CALTRAIN STATION A FEW MINUTES AFTER THE TRAIN LEAVES. I WOULD LIKE TO SEE THE MUNI BUSES OR AT LEAST THE 45 LINE COINCIDE WITH TRAINS LEAVING CALTRAIN. ALSO MY COMPANY HAS A CORPORATE SHUTTLE AND A LOT OF MY EMPLOYEES REALLY GOT AFFECTED WHEN MUNI CUT A NUMBER OF STOPS ON VAN NESS, AND I JUST WANTED TO VOICE MY OPINION OUT LOUD TO LET MUNI KNOW HOW MUCH INFLUENCE THEY HAVE OVER PEOPLES LIVES. I WISH THEY WOULD LET THE PUBLIC HAVE SOME SORT OF SAY IN THEIR DECISION MAKING OVER THE PUBLIC BUS ROUTE, SCHEDULES, AND TIMES.

MORE SPACE FOR PASSENGERS TO SIT. MORE FREQUENT BUSES. I WISH THE BUS DRIVER WOULD STOP FOR THE PASSENGER WHEN THEY SEE THEY HAVE AN INTENTION TO CATCH THE BUS.

THE SCHEDULING LATE AT NIGHT IT IS TOO FAR APART, ESPECIALLY ON THE #3 LINE, BUT I HAVE THE MOST RESPECT FOR MUNI AND ITS DRIVERS, I THINK THEY DO AN EXCELLENT JOB.

BE ON TIME, AND PROVIDE MORE FREQUENT SERVICE DURING EVENING RUSH HOURS. I HAVE AN ISSUE WITH THE FUNCTIONALITY AND DESIGN OF THE BUS SHELTERS-- BASICALLY THE SHELTERS WITH THE CURVED ROOVES ARE TOO TALL AND NARROW AND DO NOT PROVIDE ANY PROTECTION FROM THE WEATHER AT ALL. THE SEATS ARE SO CLOSE TO THE CORNER THAT ONLY ONE PERSON CAN SIT AT A TIME. IT IS AT FONT BLVD AND JUNIPERO SERRA. IT IS THE LAST STOP BEFORE DALY CITY. THE CURVED ROOF COLLECTS LEAVES AND DIRT. THE BACK PANEL IS HALF OPEN-- IT DOESN'T WORK AT THIS SPOT BECAUSE THERE IS A BUSH THERE-- IT CAUSES THE RAIN AND RAIN TO PASS THROUGH. THERE IS ANOTHER BUS STOP AT CLEMENT AND 6TH OR SEVENTH, THE BUS STOP WAS INSTALLED BACKWARDS. ONE DOES NOT FACE THE STREET, BUT FACES THE BUILDING THAT IS SUPPOSED TO BE BEHIND IT. IT IS A FAILURE OF SOMEONE'S CONCEPTION OF WHAT A GOOD BUS SHELTER. I DON'T KNOW WHO OR WHAT ARCHITECT DESIGNED THIS WRONG CONCEPT. THE CLIPPER CARD ISSUE-- GETTING ON A MUNI BUS FROM THE BART STATION AT DALY CITY-- IT IS SUPPOSED TO BE A FREE TRANSFER-- BUT SOMETIMES IT OVERCHARGES THE CLIPPER CARD. IN THE LAST TWO WEEKS I LOST 15 DOLLARS THIS WAY AND I WILL HAVE TO APPLY FOR A REFUND. THIS HAPPENS CHIEFLY ON THE 57 AND 28 BUSES. THE WEBSITE IS CLEAR ABOUT THIS TRANSFER BEING FREE. I ALSO THINK THE FARE IS TOO EXPENSIVE.

Q7: ““What aspects of Muni would you like to see improved?””

FREQUENCY AND CONSISTENCY. THE NORTH TO SOUTH LINES (ESPECIALLY 28, 18 ,220 DO NOT RUN ON SCHEDULE. THERE WILL BE A GAP WHERE THERE ARE NO BUSES, AND THEN THEY WILL ARRIVE IN A PACK OF MAYBE THREE. THIS ALSO HAPPENS ON THE UNDERGROUND, THEIR SOFTWARE ISN'T UP TO PAR, THEY PILE AND JAM UP. IT HASN'T BEEN AS HORRIBLE AS IT USED TO BE. 7:00-8:30 IN THE MORNING ARE THE WORST. THE MOST CROWDED AND UNPREDICTABLE, I HAD TO CHANGE MY WORK SCHEDULE TO EARLIER HOURS JUST SO I COULD AVOID MUNI DURING THOSE HOURS.

THE PRICES HAVE GONE UP A LOT, BUT I THINK MUNI IS A GREAT HELP TO GET TO SCHOOL OR WORK. I WOULDN'T CHANGE ANYTHING. THEY SHOULD HAVE AIR CONDITIONING ON 14 BUS BECAUSE IT GETS REALLY HOT. FOR PEOPLE WHO RIDE BIKES IT TAKES A LONG TIME TO PUT THE BIKE ON THE RACK. A LOT OF PEOPLE LIKE TO SIT IN FRONT, BUT IT'S FOR THE HANDICAPPED.

TRAVEL TIME, CAN TAKE TOO LONG TO GET FROM POINT A TO POINT B. SAFETY AND SECURITY COULD BE IMPROVED. MORE AUDIBLE ANNOUNCEMENTS ABOUT UPCOMING STOPS. WE CAN'T HEAR THEM OR UNDERSTAND THEM.

A FEW PASSENGERS ON MUNI ARE JUST NOT RIGHT, THEY TAKE OVER A SEAT, THEY PUT THEIR PURSES AND BELONGINGS THERE (THEY TAKE UP MORE THAN ONE SEAT). DURING PEAK HOURS THE MUNI IS CROWDED. I LIKE WHEN THE DRIVERS CALL OUT THE STOPS. I HAVE A BAD KNEE, AND ON THE L IT IS VERY DIFFICULT GETTING OUT OF THE MIDDLE DOOR IN THE TIME ALLOWED.

TIMELINESS--IT'S NEVER ON TIME, AND I GET HALFWAY HOME AND THEY TURN IT AROUND.

I THINK IT WOULD BE A GOOD IDEA TO PUT CAMERAS ON THE REGULAR BUS. IT'S SO HOT INSIDE THE BUSES BECAUSE THEY DON'T HAVE AIR CONDITIONING. THEY HAVE A DISCOUNT FOR PEOPLE WHO HAVE LIMITED INCOME. I WOULD LIKE IT IF REGULAR PEOPLE WHO WORK AND WHO ALWAYS RIDE MUNI WOULD HAVE A DISCOUNT.

TIMELINESS AND ARRIVING SPORADICALLY. THE NEXT BUS APP HAS NOT BEEN WORKING VERY GOOD. IT WOULD BE GOOD IF THE 47 AND 27 RAN LATER.

CROWDING LIKE BEING IN A SARDINE CAN DURING COMMUTER HOURS. IT IS THE METRO LINES, J, K, L ETC. I DON'T KNOW WHY THEY ONLY HAVE ONE CAR DURING THESE TIMES. I WILL SOMETIMES WAIT FOR TWO TRAINS JUST SO I DON'T HAVE TO BE CROWDED ON IT. ALSO, THE ON-TIME SCHEDULES FOR SOME OF THE BUS LINES ARE ALWAYS CHANGING.

SCHEDULES NOT ALWAYS ON TIME.

JUST THE SPACING AND SCHEDULING--SOMETIMES IT'S KIND OF RUNNING LATE AND THEN A BUNCH OF THEM COME TOGETHER. I'M AT THE MERCY OF WHICHEVER BUS COMES ALONG.

KEEP THE 33 LINE GOING. IT'S A MUST THAT THE 33 LINE STAYS RUNNING, DO YOU KNOW WHAT IT WILL DO TO THE COMMUNITY IF THEY STOP IT? IT WILL MAKE ALL THE GENERAL HOSPITAL PEOPLE HAVE TO TAKE TWO BUSES TO GET THERE. IT WOULD MAKE THE 9 LINE UNBEARABLE, WHICH IT ALREADY IS. IT WILL BECOME MUCH WORSE. A LOT OF PEOPLE THAT RIDE THE 33 TO THE GENERAL ARE SOMEWHAT HANDICAPPED AND THAT CREATES GRIDLOCK. IT WILL BE A MESS IF THE LINE (33) IS SHUT DOWN. THE 22 LINE IS VERY DANGEROUS. THERE IS A GANG OF YOUNG KIDS THAT PREY ON PEOPLE TO ROB ON THE BUS. MUNI AND THE DRIVERS DO NOTHING TO STOP IT. PLUS, THEY SHOULD MOVE THE MUNI STOP ON THE 22 LINE ON GOLDEN GATE AND FILLMORE ONE BLOCK DOWN TO THE POLICE STATION. ITS CURRENTLY JUST A BAD AREA WITH GANGS, DRUG DEALERS, HOMELESS, AND USERS. I WAS ON THE BUS LAST WEEK WHEN A KID GOT SHOT ON GOLDEN GATE AND FILLMORE. ITS JUST TERRIBLE.

THE DRIVERS SHOULD LOOK IN THE SIDE MIRRORS MORE. THEY DRIVE AWAY FROM THE STOPS AND LEAVE PEOPLE BEHIND, PEOPLE WHO OFTEN BANG ON THE DOORS.

FREQUENCY.

MORE BUSES OR NEWER BUSES.

Q7: ““What aspects of Muni would you like to see improved?”

MORE BUSES ON THE 52, ESPECIALLY IN THE MORNING. IT DOESN'T COME OFTEN ENOUGH.

THE TIMES IT ARRIVES-- IT SHOULD BE ON TIME AND MORE FREQUENT. ESPECIALLY AT NIGHT-TIME, ESPECIALLY LATE-NIGHT.

THE SCHEDULING-- BASICALLY, IT IS NEVER ON TIME.

AT NIGHTTIME THE TIMES BETWEEN BUSES ARE KIND OF LONG. IT CAN BE UP TO 30 MINUTES. IF IT'S MORE THAN 15 MINUTES, THEN I USUALLY TAKE A CAB.

SOMETIMES THE BUSES ARE LATE IN ARRIVING, SO I WOULD LIKE TO SEE THEM IMPROVE ON THE ARRIVAL TIME.

PEOPLE COULD STOP TAGGING THE BUSES. I DON'T LIKE THE RED PAVEMENT ON MISSION STREET. IT WOULD BE NICE IF BUSES PASSED BY EVERY FIVE MINUTES. LOWER THE PRICE ON BUS TICKETS OR THE CLIPPER, BECAUSE I'M A STUDENT.

CHINESE DRIVERS REFUSE TO WAIT FOR YOU WHEN SEEING YOU RUNNING UP.

THE GEARY BUS IS GOOD BUT THERE SO MANY PEOPLE NOT PAYING WHO COME IN THE BACK DOOR. MUNI IS LOSING A LOT OF MONEY. ON THE NUMBER 22 SOMEONE'S PURSE WAS SNATCHED. THEY NEED MORE SECURITY. I SIT CLOSE TO THE DRIVER BECAUSE I'M A SENIOR, BUT THERE ARE PEOPLE WHO DON'T SPEAK ENGLISH OR YOUNG PEOPLE WHO SIT THERE. SOMETIMES THE DRIVERS ASK THEM TO STAND UP, BUT SOMETIMES THEY DON'T UNDERSTAND. SO FAR I'M HAPPY WITH MUNI. THERE IS AN ELECTRONIC SIGN ON GEARY THAT HAS NOT BEEN FIXED FOR A LONG TIME.

I WOULD LIKE TO SEE MUNI IMPROVE ON THERE ON-TIME PERFORMANCE, I MEAN SHOWING UP WHEN THE SCHEDULE SAYS. DRIVERS NEED TO STOP OR WAIT FOR THAT PERSON WHO GETS TO THE MUNI STOP AS HE IS LEAVING. I SEE IT HAPPEN SO MANY TIMES AND THE DRIVERS NEVER STOP. IT WOULD TAKE ONLY HALF A MINUTE.

SOME OF THE BUSES GET OVERLY WARM BECAUSE OF THE CROWDING, MAYBE THAT COULD BE IMPROVED. I LIKE THAT IT IS POSSIBLE TO PAY ON THE BUS. I DON'T HAVE A CLIPPER CARD. I HOPE PAYING CASH WON'T GO AWAY. BUSES COULD HAVE AN EASY PLACE (A RECEPTACLE OR SOMETHING) FOR PEOPLE TO DISPOSE OF DRINKS AND FOOD WHICH WOULD MAKE BUSES CLEANER. I NOTICED THAT A LOT OF STOPS DON'T HAVE DISPLAYS SHOWING HOW LONG TO THE NEXT BUS. I PERSONALLY LIKE THEM. THEY ALSO ADD LIGHT TO THE AREA AND MAKES THE AREA LOOK BETTER. IT LOOKS ALSO LESS LIKE A NEGLECTED STOP.

PUT THE FARE INSPECTORS ON THE BUS TO ENFORCE THE RULES (NO LOUD MUSIC, EATING, ETC.).

SAFETY ON BOARD COULD BE IMPROVED, LESS DISRUPTION BY OTHER PATRONS. MORE FREQUENT SERVICE AT NIGHT FOR THE 38. ALSO MORE ON TIME RELIABILITY, WHEN THEY ARE RUNNING OFF SCHEDULE, WHEN THEY DO ARRIVE THEY SEEM TO SHOW UP IN GROUPS.

PLEASE SPEAK IN CHINESE IF THE LINE IS ENDING EARLY.

HAVE THE BUSES SHOW UP AT CONSISTENT TIMES, MORE EVENLY AND CONSISTENTLY.

MORE OF A REGULAR SCHEDULE ON THE 1 CALIFORNIA. YOU WAIT AND WAIT AND THE NEXT THING YOU KNOW BUSES ARRIVED BUNCHED UP TOGETHER. I SEE THAT ON OTHER LINES TO-- THE 40 STOCKTON. IT DOESN'T MAKE SENSE TO ME.

MORE BUSES MORE OFTEN, THEY GET TOO CROWDED.

REACTION OF DRIVER TO RESPOND TO DANGER IS NOT VERY FREQUENT. THEY DON'T TAKE QUICK ACTION TO CONTACT POLICE WHEN A CRIME TAKES PLACE OR MAKE MUCH OF AN EFFORT TO BE VIGILANT OF OTHER DANGEROUS PASSENGERS.

BETTER ON TIME SERVICE, INSTEAD OF THEM ALL COMING AT ONE TIME, IN A CLUMP. THERE SHOULD BE A MORE EFFICIENT MANNER. THEY NEED TO FOLLOW SCHEDULE.

Q7: ““What aspects of Muni would you like to see improved?”

ON SOME LINE, THE BUSES ARE ALWAYS ON TIME, IF ALL THE BUSES COULD DO THE SAME. I REALLY LIKE AT SOME BUS STOPS THEY TELL WHAT TIME THE BUS WILL ARRIVE; BUT THAT IS NOT WORKING AS FREQUENTLY AS IT USED TOO.

BUSES NEED TO COME MORE OFTEN. THEY COULD ALSO HAVE AIR CONDITIONING.

RELIABILITY THERE ARE ALWAYS SEVERAL DELAYS BETWEEN FINANCIAL DISTRICT AND CASTRO STREET, THIS IS ON THE UNDERGROUND LINES.

I THINK THE AVAILABLE SPACE IS PRETTY TIGHT ESPECIALLY THE CLOSER TO DOWNTOWN YOU GET. NIGHT BUSES ARE NOT ON TIME AS FREQUENTLY. SOMETIMES WAITING 20 MINUTES FOR THREE BUSES.

CLEANER.

CLEANER BUSES, FRIENDLIER DRIVERS.

ON THE T LINE DURING MORNING AND EVENING COMMUTE, THAT WHOLE AREA IS JUST A MESS. ITS SO BAD GETTING AROUND THE DOGPATCH AREA. IT TOOK AN HOUR TO GET FROM 16ST AND 3RD ST DOWN 16TH TO 16TH ST BART BECAUSE OF TRAFFIC AT A CRAWL. MUNI NEEDS TO FIX THE PROBLEMS DOWN IN MISSION BAY, ESPECIALLY WHEN ADDING THE WARRIORS ARENA.

I WOULD LIKE TO SEE MORE BUSSES ON THE 29 LINE, AND THE 28 LINE.

IN MY AREA THERE IS ONLY ONE BUS. WHEN I TRANSFER TO ANOTHER ONE, THEN THEY ARE PRETTY GOOD. THE DRIVERS ARE NICE. I THINK ITS NOT TOO BAD.

I WOULD LIKE MUNI TO GET MORE CAMERAS ON THE BUSSES THAT WORK, ITS ALWAYS NICE TO FEEL SAFE OUT IN PUBLIC, ESPECIALLY NOWADAYS.

CORRECT THE SMELL OF URINE IN ALL EXITS, WHICH IS OFTEN. ENFORCE THE NO EATING ON THE BUS RULE. 5R IS SUPPOSED TO LEAVE ITS TERMINAL, SO IT'S SUPPOSED TO LEAVE ON THE SCHEDULE, NOT 10 MINUTES LATER. .

IT SEEMS THAT THEY'RE CHANGING THE FREQUENCY OF 45, IT SEEMS THEY HAVE MORE 30'S-- BUT LESS 45'S IN THE AFTERNOON. I WORK AT THE MUSEUM OF MODERN ART AND IT IS A VERY LONG WAIT OUTBOUND IN THE AFTERNOON AND INTO THE EVENING. I OFTEN TAKE THE 22 TO THE CALIFORNIA. BUT SOMETHING IS CHANGING IN THE CITY. MORE ART GALLERIES ARE LOCATING TO KANSAS, UTAH, AND MINNESOTA ON POTRERO HILL. I TRY TO GET PEOPLE TO ACCOMPANY ME TO THE ART GALLERIES THERE, BUT THERE IS NO WAY TO DO IT ON MUNI. TOURISTS WANT TO GO TO ART GALLERIES. THERE ARE FEWER ART GALLERIES NOW DOWNTOWN. TAKING THE 22 TO 16TH ST IN THE MISSION IS A GOOD DEAL, BUT I AM MORE INTERESTED IN GOING UP TOWARD 24TH ST IN THE MISSION. ANOTHER PROBLEM-- AND THIS IS HUGE-- KAISER HAS MOVED MANY OF THEIR OFFICES TO MISSION BAY. IT IS EASY TO GET TO KAISER ON GEARY, BUT IT IS IMPOSSIBLE TO GET TO KAISER OFFICES AT MISSION BAY.

TIMELINESS, FREQUENCY.

PROBABLY JUST THE CONSISTENCY

BE ON TIME.

SAFETY ISSUES ON THE MUNI I WAS ROBBED OF MY JEWELRY AT THE STOP, AND MY FRIEND WAS ROBBED ON THE MUNI. WE ARE ELDERLY PEOPLE, THEY NEED MORE POLICING ON THESE BUSES.

LESS CROWDED. MORE STOPS WITH DISPLAYS OF THE SCHEDULE, THE ONES ON MARKET DON'T HAVE THEM.

IF IT RAN MORE EVENLY. SOMETIMES THERE WILL BE A J, AND THEN ANOTHER J. OTHER TIMES I HAVE TO WAIT A LONG TIME FOR THE NEXT J. I DON'T UNDERSTAND WHY. IT WOULD MAKE SENSE TO ME IF IT HAPPENED IN MID ROUTE-- BECAUSE OF TRAFFIC-- BUT I TAKE IT NEAR THE BEGINNING AND NEAR THE END OF THE ROUTE.

I DON'T THINK IT NEEDS ANY MORE IMPROVEMENT. IT'S OK FOR ME.

Q7: ““What aspects of Muni would you like to see improved?”

MORE MUNI BUSES ON COMMUTER ROUTES IN THE EARLY MORNING AND IN THE AFTERNOON EARLY EVENING COMMUTE.

ID LIKE TIMING TO BE IMPROVED. MAKE SURE BUSES ARRIVE ON TIME.

FOR ME, IT'S THAT THE 48 BUS ONLY GOES SO FAR, THEN IT STOPS. IT RUNS FARTHER AT RUSH HOUR, BUT ONLY DURING RUSH HOUR. HAVE THE ROUTE EXTENDED.

SOME BUS STOP HAVE NOT COVER. WHEN IT'S RAINING I DON'T KNOW WHERE TO WAIT AND DON'T KNOW WHEN THE BUS IS COMING.

HAVE THE METRO BUSES RUN MORE OFTEN AND CLEAN THEM UP, THEY SMELL AND HAVE GARBAGE IN THEM.

F TRAIN IS TOO CROWDED, THEY SHOULD ADD ANOTHER LINE THAT GOES TO PIER 39, OR MAKE THE BUS RUN MORE FREQUENTLY. I TAKE THAT LINE TO WORK, AND IT IS ALWAYS CROWDED WITH TOURISTS.

IF THERE'S ANOTHER BUS BEHIND, THE BUS WILL JUMP THE STOP

THERE ARE SOME STOPS THAT DON'T SHOW WHEN THE BUS COMES--NO SIGNS. SOMETIMES WHEN THEY ARE DRIVING THEY ARE TOO FAST FOR SCHEDULE AND THEN THEY GO SLOW.

MORE CONVENIENT WAY TO PAY. I DON'T LIKE CLIPPER AND I DON'T LIKE CARRY CASH. CLEANER BUSES.

CAN'T GET ANYWHERE WITHIN AN HOUR

MORE MUNI TRAINS IN THE MUNI METRO SYSTEM, I HAVE BEEN CALLING THESE THREE CAR TRAINS UNICORNS, BECAUSE THEY SEEM AS RARE. I WANT THEM TO PUT THEM IN USE. WE REALLY NEED SOME RELIEF. AT COMMUTE TIMES THERE ARE TOO MANY PEOPLE AND NOT ENOUGH TRAINS.

I THINK MAYBE ON SOME LINES, IT'S MORE ON THE NUMBER 1, HAVE MORE SERVICE. THAT LINE GETS MORE CROWDED. THE DRIVERS ARE ALL VERY HELPFUL. I'M 80 AND IF IT LOOKS LIKE I NEED TO SIT THE OPERATORS WILL TELL PEOPLE TO GET UP. A FEW YEARS AGO, THE NUMBER 10 BUS WAS ELIMINATED. IT WAS THE CLOSEST LINE AND I WONDER HOW MUCH LONGER I WILL BE ABLE TO WALK FARTHER. IT IS A PROBLEM ALSO FOR MY NEIGHBORS.

SOMETIMES THERE ARE NO BUSES FOR AN HOUR, AND THEN THERE ARE SEVERAL BUSES BACKED UP.

MORE BUSES BECAUSE IT GETS TOO CROWDED. THE BUS DRIVERS NEED TO PAY BETTER ATTENTION AT THE STOPS-- SOMETIMES THEY DEPART JUST AS PEOPLE ARE ARRIVING.

MORE BUSES.

DURING WEEKDAYS AND ESPECIALLY FRIDAY AND DURING SATURDAY I HAVE A LONG TIME WAITING FOR THE BUS. IT'S TOO LONG AN INTERVAL.

SAFETY ON THE VEHICLES. INTERACTION WITH PEOPLE.

ITS OK. I HAVE NO PROBLEMS OR COMPLAINTS.

CLEANLINESS

OVERCROWDING ON THE N, GENERALLY RELIABILITY.

MUNI IS FILTHY. MUNI SMELLS LIKE PISS AND THERE'S ALWAYS TRASH ON IT. MUNI IS OFTEN LATE. MUNI DOES NOT STICK TO A STANDARD SCHEDULE. THE STATIONS ARE FILTHY. I GO TO CIVIC CENTER. IT'S ABSOLUTELY FILTHY! THE LITTLE HALLWAY AT THE POWELL STATION IS OFTEN A HOMELESS CAMPGROUND. THERE ARE RATS IN THE STATIONS. I SEE IT ALL THE TIME. IT NEEDS TO BE REPAIRED. THE TUNNEL IS BEING HELD UP BY TWO BY FOURS. MUNI NEEDS TO BE UPDATED. THE INCREMENTAL FAIR INCREASES ARE RIDICULOUS CONSIDERING THE QUALITY OF THE SERVICE.

Q7: ““What aspects of Muni would you like to see improved?”

THE TIMING-- SOMETIMES WE ARE DELAYED, AND WE DON'T KNOW THE REASON WHY.

WELL MUNI IS PRETTY GOOD FOR MY USE. IF I WAS TO POINT SOMETHING OUT IT WOULD BE THAT THE UNDERGROUND MUNI METRO I CATCH EVERYDAY FROM VAN NESS TO EMBARCADERO GETS CROWDED. SOME DAYS IT'S TO THE POINT OF WHICH I CAN'T EVEN GET ON BOARD A TRAIN. NOW I'VE BEEN RIDING FOR THE PAST FOUR YEARS. WHEN I STARTED RIDING IT NEVER WAS AS CROWDED. SO I CAN SEE HOW THE RIDERSHIP HAS GONE UP. ITS A GOOD THING, ITS JUST THAT MUNI HAS TO ADAPT WITH THE GROWTH.

NEED TO HAVE EXPANDED SERVICES LIKE MORE BACK UP BUSES. IT IS VERY FRUSTRATING TO BE WAITING FOR THE BUS, AND THE SCHEDULE BOARD CHANGES AND SAYS THE BUS WAS CANCELED OR DELAYED ETC. THERE SHOULD BE PLANS IN PLACE SO THAT THEY CAN STILL COVER THAT LINE. ALSO MAKE IT SO THERE IS NOT SO MUCH TRANSFERRING. IF I WANT TO GO ACROSS TOWN, I DON'T WANT TO WAIT, I COULD JUST TAKE UBER AND GET THERE QUICKER.

A LOT OF THE PEOPLE ON THE BUS, BUT MUNI IS ON TIME AND ACCURATE.

TIMELINESS. ALL TRANSIT IS FULL. MORE SERVICE HOURS.

MORE DIRECT ROUTES, I WOULD LIKE TO SEE A NEW ROUTE OPENING UP GOING THROUGH NORTH BEACH.

TIMELINESS FOR ONE, AND I'M SWITCHING TO ANOTHER LINE BECAUSE THE GEARY IS ALWAYS TOO FULL AND KIND OF ROUGH WITH TEENAGERS FIGHTING. I USED TO BE PSYCHOLOGIST FOR KAISER AND WHEN MUNI DRIVERS WOULD SEE ME THEY DESCRIBED OTHER DRIVERS HAVING MULTIPLE ACCIDENTS WITH NO CONSEQUENCES FROM MUNI. ALSO, IN MY NEIGHBORHOOD YOU HAVE TO ALLOW 20 FEET WHEN YOU PARK BECAUSE THE BUS SWINGS WIDE WHEN IT TURNS THE CORNER.

SOMETIMES THE WEST PORTAL TO PARK MERCED BUS IS LATE. SOMETIMES, NOT ALWAYS, I WAS GETTING OFF TRAIN AND THE BUS LEFT EARLY.

I WANT ON TIME SERVICE. THEY ARE ALWAYS LATE ON BOTH SIDES OF THE COMMUTE.

WEEKEND SERVICE IS MORE CROWDED. ADD BUSES TO THE ROUTES ON THE WEEKEND.

USE TO RIDE THE L. LOTS OF ISSUES WITH DOORS. OVERCROWDING IS AN ISSUE ON THE 1.

IT SLOWS DOWN ON WEEKENDS.

MORE FREQUENCY OF THE 9R.

SHOULD HAVE MORE SENIOR AND CHILDREN SEAT ON THE BUS. GET MORE SEATS

I REALLY LIKE MUNI AND COMPARED TO THE OTHER PUBLIC TRANSIT IN OTHER MAJOR CITIES, MUNI RANKS NUMBER 1 WITH ME. WHEN SEEKING IMPROVEMENT, I WOULD SAY THE ONLY FLAW MUNI HAS WITH ME IS THE PEOPLE THAT RIDE ON MUNI ARE THE BIGGEST PROBLEM. IT'S STILL ONLY A COUPLE OF BAD SEEDS THAT RUIN IT FOR ALL. I DON'T KNOW HOW MUNI CAN DO ANYTHING ABOUT THAT PROBLEM, BECAUSE IT IS PUBLIC TRANSIT.

MORE FREQUENT SERVICE. ESPECIALLY DURING PEAK HOURS, TAKES FOREVER FOR J TO COME.

BETTER TIME SCHEDULE. THE TIMER SAYS TWO MINUTES, ITS ACTUALLY 20 MINUTES. I'VE BEEN LATE TO JOB INTERVIEW. VERY FRUSTRATING. DRIVERS ALSO DRIVE PAST PEOPLE ON BUS STOPS.

ADD AN UNDERGROUND STATION AT FISHERMAN'S WHARF

FREQUENCY OF SERVICE.

Q7: ““What aspects of Muni would you like to see improved?”

USING THE CLIPPER CARD COULD BE LESS CONFUSING-- OR OUTLINED BETTER BY THE GATE. I WAS WITH A FRIEND AND WE HAD TO JUMP THE GATE COMING BACK ON THE TRIP. WE HAD TAKEN A METRO TO THE ZOO, A ONE TIME TRIP WITHIN THE PAST SIX MONTHS. I PREFER NOT TO TAKE THE MUNI BUSES. BUSES ARE UNPLEASANT COMPARED TO THE TRAINS. OVER A YEAR AGO, I SAW A BIKE STOLEN FROM THE FRONT OF A MUNI BUS. THE BUSES ARE CROWDED. I ALSO GET MOTION SICKNESS ON THE BUS. I AM ALL FOR IMPROVING PUBLIC TRANSPORTATION, AND GIVING IT MORE TAX DOLLARS.

CLEANLINESS.

NICER TO SEE MORE FREQUENT BUSES THEY TEND TO NOT BE AS RELIABLE AS YOU LIKE, LIKE A 40 MINUTE WAIT. RELIABILITY AND GETTING THEM TO MOVE MORE RELIABLY ON THE STREET, NOT GETTING STUCK IN TRAFFIC.

TIMELINESS.

THE CRAZY PASSENGERS ON THE BUS -- WE NEED LESS OF THEM.

BETTER MONITORING. I WONDER HOW THEY ARE POLICING-- I NOTICE A LOT OF PEOPLE BOARD WITHOUT SEEMING TO PAY.

MORE SPACE TO REDUCE CROWDING. I LIKE THE NEWER BUSES ON LINE, THEY HAVE SINGLE SEATS.

TO MAKE IT SO THAT IT IS NOT SUCH A CRAZY CULTURE RIDING IT. THERE NEEDS TO BE MORE OVERSIGHT OF THE ANTISOCIAL BEHAVIOR; EACH RIDE I TAKE SEEMS LIKE "THE POSEIDON ADVENTURE. "

MORE CLEAN

MORE FREQUENT AND REGULAR BUSES, AND LESS CROWDED BUSES. I THINK MUNI IS EXPENSIVE FOR PUBLIC TRANSPORTATION; THEY COULD THEIR FARES. MUNI NEEDS TO BE CLEARER ABOUT ANNOUNCING ITS STOPS-- PARTICULARLY ON THE METRO TRAINS. I OFTEN CAN'T TELL WHERE I AM AT. SINCE THE RIDESHARE INDUSTRY BEGAN I DEFINITELY TAKE MUNI LESS-- PRIMARILY BECAUSE OF THE INFREQUENCY OF BUSES AND THE LONG WAITS-- AS MUCH AS 30 MINUTES.

SOMETIMES THE SMELL ON THE BUS--THE SMELL IS BAD.

SOMETIMES THE DRIVER DON'T OPEN THE DOOR

CLEANER INSIDE THE BUS

I WOULD PREFER TO SEE FEWER HOMELESS PEOPLE AT THE STATION, ESPECIALLY IN THE UNDERGROUND STATIONS. IT IS RELATIVELY CROWDED AT RUSH HOUR. SOMETIMES AT DUBOCE I'VE HAD TROUBLE GETTING ON. THE DRIVERS COULD HAVE PEOPLE MOVE BACK SO MORE PEOPLE COULD GET ON.

ADDITIONAL INNER SUNSET TO THE DALY CITY

PROBABLY MORE BUSES SCHEDULED BECAUSE IT TAKES A WHILE FOR 43 TO COME.

MORE ON TIME

I THINK ITS PRETTY GOOD AT THE MOMENT EXCEPT FOR PUNCTUALITY.

ON THE WEEKENDS INCREASE THE FREQUENCY. ALSO WHEN WE PASS MARKET AND HEAD DOWNTOWN ON THE J THE NAME OF THE STOPS WE ARE REACHING ARE NOT VISIBLE FROM THE WINDOWS. IT'S NOT A PROBLEM FOR ME, BUT FOR TOURISTS AND VISITORS IT IS, AND SOMETIMES THE ANNOUNCEMENTS DON'T PLAY. MORE MAPS WOULD BE GOOD.

THE CRAZY NEED TO BE TONED DOWN, BUT THAT'S NOTHING MUNI CAN DO.

Q7: ““What aspects of Muni would you like to see improved?””

RUNNING MORE REGULARLY, THEY SEEM TO COME IN GROUPS OF TWO OR THREE, THEN THERE IS A LAPSE OF MAYBE 20 TO 30 MINUTES, BEFORE THE NEXT BUS SHOWS UP. I NOTICED THIS SEEMS TO HAPPEN MOST WITH THE N JUDAH. I UNDERSTAND THAT ONE CAN'T PREDICT TRAFFIC, BUT THEY SHOULD RUN CLOSER TO THE SCHEDULE THAT IS POSTED.

TIMELINESS AND FREQUENCY

SOMETHING NEEDS TO BE DONE WITH THE TEENAGERS THAT GET ON THE MUNI. THEY ARE RUDE AND LOUD, THEY DON'T PAY, THEY JUST RIDE AROUND. SOMETHING NEEDS TO BE DONE SO THEY AREN'T ON THERE MAKING THE ELDERLY PEOPLE SCARED.

MAYBE TO BE ON TIME, MOSTLY IN THE MORNING.

LONGER CARS AND MORE FREQUENT CARS, IN PARTICULAR THE L BUS I TAKE, THIS REALLY NEEDS TO BE ADDRESSED BECAUSE IT WOULD REALLY HELP TO HAVE MORE THAN ONE CAR SHOW UP, SINCE THEY ARE ALWAYS OVERCROWDED. NOT MY MAIN CONCERN, BUT THEY ARE NOT VERY CLEAN, I ALSO THINK THAT RIDERS WOULD BE WILLING TO PAY A LITTLE MORE IF THE MAIN CROWDING PROBLEMS WERE ADDRESSED, BY, LIKE I SAID, EITHER MORE THAN ONE CAR COMING AT A TIME, OR MORE FREQUENTLY. I REALLY FEEL STRONGLY ABOUT THIS.

PEOPLE ARE TALKING TOO LOUDLY AND SCREAMING AND YELLING AND SAYING OFFENSIVE THINGS. THEY NEED TO GIVE THEM TICKETS. GARBAGE AND TRASH SOME PEOPLE COME ON AND LEAVE THEIR TRASH. DRIVERS ARE GOING TOO FAST AND SOME GO TOO SLOWER. THEY NEED MORE EXPERIENCE DRIVING. ALSO IT NEEDS TO BE CHANGED WHERE WHEN YOU ARE ON THE BUS AND THE DRIVER ANNOUNCES THAT IT IS THE END OF HIS SHIFT AND YOU HAVE TO GET OFF AND TAKE ANOTHER BUS. THEY SHOULD ANNOUNCE WHEN YOU FIRST GET ON THAT THEY ARE GOING TO DO THAT, SO YOU HAVE THE OPTION OF WAITING FOR ANOTHER BUS.

GET SOME KIND OF SECURITY ON MUNI.

THE ACTUAL STATIONS AND THE HOMELESS. THE STATIONS ARE FILTHY, ESPECIALLY WHERE MUNI MEETS BART. I'M CONCERNED FOR MY SAFETY. THERE ARE CRIMINALS AND DRUG DEALERS AND IT SMELLS LIKE URINE AND FECES. IT WOULD BE GREAT TO SEE THE STATIONS BETTER MAINTAINED, CLEAN AND SAFE.

I WAS THE FARE WOULD FARE COME BACK DOWN.

RELIABILITY AND FREQUENCY OF SERVICE, ESPECIALLY DURING THE RUSH HOURS-- I HOPE THERE WOULD BE A MORE FREQUENT SCHEDULE. I WOULD LOVE TO GET AN IMMEDIATE NOTICE ON NEXTBUS OR NEXTMUNI WHENEVER THERE IS A DISRUPTION IN SERVICE-- I DON'T WANT TO BE LATE FOR WORK.

MORE STATIONS ON THE NEW CHINATOWN LINE.

THEY NEED MORE DRIVERS AND MORE BUSES.

ON THREE CAR TRAINS, YOU CAN'T PAY YOUR FARE UNLESS YOU GET TO THE FIRST CAR.

PROBLEMS WITH MUNI ARE NOT REALLY MUNI'S IT THE TRAFFIC IN THE CITY THAT NEEDS BE IMPROVED. I WOULD LIKE TO STREETS WIDENED AND RAISED UP TO SUPPORT THE TRAFFIC.

CONSISTENCY. ON TIME TRAINS. WHEN ONES DELAYED, THEY'RE ALL BUNCHED UP TOGETHER.

ID LIKE TO SEE THEM BE A LITTLE BIT MORE RESPECTFUL OF ELDER PEOPLE WHEN WE ARE GETTING ON AND OFF BUS. NOT DRIVING OFF, OR CLOSING THE DOOR IN OUR FACE. BRAKING EXCESSIVELY, WHEN ANGERED. SPACES FOR STROLLERS WOULD BE HELPFUL. SPACE FOR MORE THAN 2 WHEELCHAIRS. THERE IS SO MUCH CONSTRUCTION ALL OVER THE CITY THAT THEY MOVE THE BUS STOPS, AND BUSES DRIVE RIGHT BY. ITS VERY DIFFICULT TO KNOW WHERE TO GO. IT WOULD BE HELPFUL IF YOU COULD MAKE COMPLAINTS OR SUGGESTIONS TO MUNI THROUGH 311.

HIRE MORE BUS DRIVERS.

Q7: ““What aspects of Muni would you like to see improved?”

SOMETIMES THE DRIVERS DON'T ALWAYS SPEAK TO PASSENGERS. THEY DON'T SAY, "HELLO."

THE FREQUENCY OF CARS

I REALLY LIKE THE EARLY MORNING 38 EXPRESS-- I WOULD LIKE THERE TO BE MORE LATER IN THE DAY. SOMETIMES I FEEL UNSAFE ON THE BUS BECAUSE OF PEOPLE ON DRUGS OR A LITTLE CRAZY-- I DON'T KNOW HOW, BUT IF THIS WOULD BE IMPROVED, THAT WOULD BE GOOD. ALSO THE 14 MISSION HAS SIMILAR PROBLEMS, ESPECIALLY PAST 9:00 IN THE EVENING. I REALLY LIKE THE GEARY RAPID-- IT'S AWESOME. THE INTERCOMS ON THE BUSES ARE POOR AND NEED TO BE IMPROVED. THE MESSAGES ARE GARBLED.

THE DRIVERS ARE SOMETIMES RUDE TO THE PASSENGERS, THEY COULD BE POLITER.

THE TIMING OF THE BUSES. NO GROUPING.

I THINK IT'S FINE.

COVERAGE IS POOR, THE CITY IS MOVING FORWARD WITH STUPID IDEAS LIKE BUS LINES.

THE NEW BUSES ARE REALLY GREAT AND I THINK THEY SHOULD USE THEM ON ALL MUNI LINES. ESPECIALLY THE HEAVILY USED ONES.

THE TIME--FOR IT TO BE ON TIME.

RELIABILITY, TIME ACCURACY. TIME SCHEDULE IS FREQUENTLY OFF.

THEY NEED TO EASE THE CROWDING IF POSSIBLE DURING THE PEAK COMMUTE HOURS, THE 38 IS VERY CROWDED.

30 X STOPS RUNNING AT 6 O'CLOCK. NEED LATER RUNS.

TO BE LESS CROWDED DURING THE COMMUTE TIMES, ITS BEST WHEN THE TRAIN IS UNDERGROUND, FREE OF DISTRACTIONS ETC. WHEN IT COMES ABOVE GROUND, THAT'S WHEN IT SEEMS TO GO VERY SLOW, FOR OBVIOUS REASONS. IT WOULD BE NICE IF MORE OF THE BUSES WERE UNDERGROUND.

TOO CROWDED ON NUMBER 8 BUS

JUST THE SCHEDULING OF THE TRAIN, I NEED TO GO TO CALTRAIN. IT'S NOT ON TIME AND I HAVE TO TAKE UBER TO CATCH MY TRAIN.

THAT'S A GOOD QUESTION. MORE ROUTES.

THE SEATS ARE NOT COMFORTABLE

MORE LINES.

SOMETIMES IT IS SO CROWDED, THAT IT WOULD BE BETTER IF IT WASN'T. I REALLY LIKE THE NEW BUSES, LIKE THE 14R. ANY OF THE NEW BUSES ARE GOOD. IT WOULD BE GOOD IF ALL THE DRIVERS ANNOUNCED THE STOPS, BECAUSE A LOT OF PEOPLE DO NOT KNOW THE AREA. THEY SHOULD BE LIKE BART HOW THEY DO IT.

MORE STOPS. MORE TRAINS COMING MORE OFTEN. WEEKENDS AND HOLIDAYS THERE AREN'T MANY TRAINS OR BUSES. PEOPLE DON'T LIKE TO DRIVE ON WEEKENDS, SO IF THERE ARE MORE BUSES AND TRAINS IT WOULD BE BETTER.

DRIVERS NEED TO ANNOUNCE THE STOPS, OR TURN THE RECORDING ON

MORE SERVICE. SOMETIMES, BECAUSE OF PEOPLE ON THE BUS, THEY NEED MORE POLICE OR COMMUNITY SERVICE TO MAKE IT MORE SAFE.

WHEN THEY DON'T LET SENIORS SIT DOWN IN THEIR SECTION

Q7: ““What aspects of Muni would you like to see improved?”

ON TIME--THE TRAIN BEING ON TIME BECAUSE IT'S ALWAYS DELAYED. SOMETIMES THE TRAINS ARE DIRTY.

LONGER BUSES FOR THE 9, IT'S CONSISTENTLY PACKED. MORE L SERVICE ON THE WEEKENDS, AND MORE 9R SERVICE ON WEEKENDS. THESE ARE CONSISTENTLY PACKED TOO. THE DRIVERS ARE NOT STOPPING AT STOPS DUE TO CARELESSNESS. I HAD THAT EXPERIENCE THE OTHER DAY, IF I HAD MY PHONE THE OTHER DAY I WOULD HAVE CALLED TO COMPLAIN.

THE MUNI WORKS GREAT WHEN IT WORKS. WHEN IT DOESN'T WORK, IT'S A NIGHTMARE. OFTEN THERE'S A DELAY, BUT OVERALL I CAN'T COMPLAIN.

BUSES HAVE COMMUTERS THAT ARE TOO AGGRESSIVE AND QUARRELSOME.

HOURS AT NIGHT, YES THE 37 ONLY RUNS UNTIL 11:30 AND I WOULD LIKE TO SEE THE HOURS EXTENDED. THEY CAN ADD STOPS ALONG THE L, K, M, RIGHT BEFORE THE TUNNEL.

MUNI DRIVERS ARE TERRIBLE, THEY TALK TO PEOPLE ANY TYPE OF WAY. HOW DO THEY EVEN HAVE THEIR LICENSE? SAN FRANCISCO SHOULD BE ASHAMED OF THEMSELVES. MUNI DRIVERS SHOULD NOT HAVE OUTSIDE CONVERSATIONS AND NOT TO MENTION HOW MANY TIMES AN UNFULL BUS DROVE RIGHT PAST ME, MAKING ME LATE.

SINGLE TRACK DELAYS COMING OUT OF THE TUNNEL OVER CROWDING COMING OUT OF WEST PORTAL THERE IS A DELAY TO DUO LOADING AND LOADING. PROBLEM WITH SAME CAR ROUTE SHOWING UP IN PACKS OF LIKE TWO OR THREE AT THE SAME TIME. MY MOST IMPORTANT IMPROVEMENT WOULD BE TO HAVE WI FI AVAILABLE.

OVERCROWDING, CLEANLINESS, RIDER BEHAVIOR AND FREQUENCY.

MY TOP RECOMMENDATION IS I WISH THAT WHEN IT LIGHTS UP IN FRONT AND SAYS "STOP REQUESTED" THEY WOULD READJUST IT. SO, INSTEAD OF TELLING US TO "HANG ON," THEY WOULD TELL THE TIME AND TELL WHAT THE NEXT STOP IS. SOMETIMES PEOPLE DON'T KNOW WHERE THEY ARE. SOMETIMES THE DRIVER HAS CLOSED THE DOOR BUT NOT PULLED AWAY BUT WON'T REOPEN THE DOOR TO LET SOMEONE ON WHEN THEY ARE STILL PARKED AT THE CURB. A LOT OF DRIVERS DON'T USE THE P.A. SYSTEM ENOUGH. I LOVE MUNI.

I GUESS THE DISPLAY SOMETIMES TIME IS PRETTY OFF. SOMETIMES THE DRIVERS DON'T SAY WHY THEY ARE NOT STOPPING. THEY COULD SAY THE BUS IS FULL.

FOR THE 22 LINE TO HAVE A RAPID BUS. HAVE MORE SPACES FOR THE DISABLED AND ELDERLY.

BE ON TIME. THE "BUS ARRIVING IN" SIGN IS USUALLY WRONG.

THE EXPRESS BUSES HAVE GOTTEN BETTER, BUT HAVING MORE EXPRESS BUSES IN THE MORNING WOULD BE GOOD.

I REALLY WOULD LIKE IF IT WOULD BE MORE FREQUENT ON THE 29 LINE. I HAVE A PROBLEM WITH PEOPLE GETTING ON THE BUS WITH GROCERY CARTS. IT'S DANGEROUS. THEY ARE BIG AND CUMBERSOME AND IN THE AISLES WHEN PEOPLE ARE TRYING TO GET ON THE BUS.

THE ESCALATORS AND ELEVATORS NEED TO WORK MORE PROPERLY AT THE CIVIC CENTER STATION-- THEY ARE DOWN A LOT.

TRAINS ARE OVERLOADED. NOT JUST THE M, I HAVE OBSERVED OTHER LINES LIKE THE N AND L ARE ALSO OFTEN TOO CROWDED. THE TRAINS SHOULD BE MADE LESS CROWDED SO TO ALLOW EVERYONE TO GET A SEAT. (AND THE 57 BUS IS LESS OVERLOADED-- OCCASIONALLY BUT NOT ALL THE TIMES. ALSO, IT IS HARD TO HEAR THE OPERATOR OVER THE SPEAKERS. THE SPEAKERS COULD BE BETTER.

MOSTLY JUST THAT THERE'S CRAZY PEOPLE ON THE BUS BUT THERE'S NOT MUCH THEY CAN DO ABOUT THAT SO I GUESS, PUNCTUALITY.

THEY COULD HAVE PUBLIC FUNDING TO MAKE IT CHEAPER.

Q7: ““What aspects of Muni would you like to see improved?”

THE IN BETWEEN TIMES OF BUSES-- THE BUSES NEED TO BE MORE FREQUENT.

THE WORKERS, DRIVERS ARE THE CRABBIEST, UNHAPPY, UNHELPFUL PEOPLE. THEY NEED TO HIRE PEOPLE THAT DON'T HATE THEIR JOB SO MUCH.

THE 6 SEEMS LIKE IT'S ALWAYS AN OLDER BUS AND BREAKS DOWN A LOT. THE LINES GET TRIPPED UP. THE LADY DRIVERS ARE RACIST. IT'S JUST THE LADIES. WHEN BLACK RIDERS GET ON, IF THEY DON'T PAY, THEY DON'T SAY ANYTHING TO THEM. THEY SHOULD HAVE SECRET RIDERS ON MUNI LIKE THE SECRET SHOPPERS IN STORES.

FREQUENCY--HAVE IT COME MORE FREQUENTLY SO I DON'T HAVE TO ALLOT SO MUCH TIME FOR THE COMMUTE. THE BUS RIDE ITSELF IS PRETTY QUICK BUT I HAVE TO ALLOT TIME FOR THE CONNECTIONS. THEY'RE SORT OF CUTTING OUT SOME OF THE SMALLER NEIGHBORHOOD PLACES. I'M IN THE RICHMOND AND IT WOULD BE NICE TO HAVE A BETTER WAY TO HOOK UP TO BART TO GO TO THE AIRPORT OR ACROSS THE BAY.

THE CLEANLINESS--JUST THE GENERAL TIDINESS OF THE BUS.

SOMETIMES THE TRAINS ARE SO CROWDED, IT'S UNCOMFORTABLE.

ORGANIZATION NEEDS TO BE BETTER, THE M DOESN'T ARRIVE CORRECTLY. THERE WILL BE A BIG GAP BETWEEN TRAINS, AND THEN THREE J TRAINS WILL SHOW UP AT THE SAME TIME.

MORE TRAINS.

SOMETIMES THE TIME PREDICTIONS AREN'T SUPER ACCURATE.

NOT WAITING SO LONG FOR A BUS. THE 31 IS REAL SLOW

I LIKE THE MAPS IN THE UNDERGROUND STATIONS THAT SHOW WHERE THE TRAINS ARE IN THE SYSTEM, MAYBE MORE OF THOSE.

IT IS THE BEST PUBLIC TRANSIT SYSTEM EVER. I HAVE WORKED FOR DIFFERENT AGENCIES, I USE D TO DRIVE FOR GREYHOUND, AND SAMTRANS. IF YOU COMPARE MUNI TO OTHER CITIES, THEY WOULD NOT COMPLAIN ABOUT MUNI, BECAUSE IT IS BY FAR SUPERIOR TO THE OTHERS. THE ONLY COMPLAINT I HAVE IS THAT THEY ARE CROWDED DURING PEAK HOURS, SO IF THEY COULD GET THAT UNDER CONTROL THAT WOULD BE ALL THEY WOULD HAVE TO DO.

RELIABILITY DURING RUSH HOUR.

LESS PEOPLE GETTING DRUNK ON MUNI

LARGER VEHICLES, LIKE THEY HAVE IN THIRD WORLD COUNTRIES. OR SMALLER MORE FREQUENT BUSES SO THAT RUSH HOUR PEOPLE WON'T BECOME LATE. WHY CAN'T WE CREATE A CAR THAT HAS THOSE LARGE CABLES ON THE TOP OF THE BUS FOR MORE EFFICIENT RIDES.

I THINK THE APPS THAT ESTIMATE HOW THE ESTIMATED TRAVEL TIME, ARE NOT ACCURATE, THIS SEEMS TO AFFECT THE 30, 45 AND 41. I WISH THE 22 WOULD ARRIVE AT 7:30 IN THE MORNING ON A SUNDAY.

I'D LIKE TO SEE FREQUENCY TO ALLEVIATE THE CROWDS ON THE METRO LINES I RIDE. THE OTHER ASPECTS ARE PRETTY GOOD. THE BUS LINES I RIDE MOST FREQUENTLY ARE PRETTY GOOD.

IN ALL THE YEARS I'VE TAKEN MUNI, NOW IT IS THE BEST I'VE EVER SEEN IT. THE SCHEDULES ARE ON TIME, TECHNOLOGY HELPS TO KNOW WHERE THE BUSES ARE. THE DRIVERS ARE SO MUCH NICER. THE HYDRAULICS HELP PEOPLE WITH STROLLERS AND WHEELCHAIRS, THE BUSES ARE REALLY NICE. THEY ARE CLEANER, NOT COVERED IN GRAFFITI AS IN THE PAST. I USED TO HAVE A NUMBER TO CALL MUNI TO MAKE A COMPLAINT. I DON'T HAVE IT ANYMORE. IN THE PAST, DRIVERS WOULD PASS ME AT THE STOP. THAT DOESN'T HAPPEN TO ME NOW. I DON'T HAVE SUGGESTIONS FOR IMPROVEMENT.

AT 8 AM, IT SMELLS LIKE WEED.

Q7: ““What aspects of Muni would you like to see improved?”

CONSISTENCY-- TIMES BETWEEN BUSES ARE INCONSISTENT. THERE ARE TIMES WHEN TWO L'S WILL ARRIVE BACK TO BACK, AT OTHER TIMES I HAVE TO WAIT A LONG TIME. I DON'T WANT TO SEE THE STOP ON TARAVAL AND 24TH CLOSE. IF WE HAVE TO WALK TO 22ND AT NIGHT THROUGH THE PARK, THAT'S NOT GOOD. IN ADDITION, THERE ARE A LOT OF LINCOLN HIGH SCHOOL STUDENTS THAT USE THE CURRENT STOP AND NEED IT.

I THINK THEY ARE DOING A GREAT JOB.

FREQUENCY. NETWORK COVERAGE. THE MORE BUS LINES THE BETTER. TIME OF TRAVEL.

THE PEOPLE WHO GET ON. I'D REALLY LIKE TO SEE MORE REGULATION ABOUT PEOPLE COMING IN THE BACK DOOR. IT'S A HUGE PROBLEM--DRUNKARDS, DRUG ADDICTS, HOMELESS. IT'S VERY UNFAIR FOR THE PEOPLE WHO PAY. THERE DOESN'T SEEM TO BE VERY MUCH OVERSIGHT. WHEN YOU ASK OPERATORS ABOUT INFORMATION THEY DON'T USUALLY HAVE THE ANSWER.

25 TOO INFREQUENT.

MORE FREQUENT BUSES.

LONGER TRAINS, MORE PREDICTABLE TIMING ON METRO.

THEY TOOK THE 53 AWAY-- I'D LIKE IT BACK OR SOMETHING EQUIVALENT. I HAVE TO WALK AN EXTRA SIX OR SEVEN BLOCKS NOW. THE BUSES NEED TO BE CLEANER. THEY CAN BE LESS CROWDED.

SIGNAGE AT STOPS ARE NOT VERY BIG. FINDING RIGHT BUS STOP IS NOT ALWAYS EASY.

THEY ARE QUITE CROWDED. MORE BUSES ARE NEEDED AND MORE FREQUENT SERVICE. SOME LINES STOP RUNNING AT 6. I WOULD TAKE THAT BUS, BUT I DON'T GET OFF WORK UNTIL 6; SO THAT DOESN'T WORK FOR ME. THERE ARE QUITE A FEW PEOPLE THAT GET OFF AT 6PM OR LATER, THEY SHOULD HAVE BUSES RUNNING TO ACCOMMODATE THEM. THEY COULD ALSO DO SOMETHING ABOUT THE CLEANLINESS. IT WOULD BE NICE IF THERE WERE MORE UNDERGROUND BUSES, LIKE IN OTHER CITIES.

PROPERTY TAXES ARE SO HIGH THAT WE NEED TO ENCOURAGE MORE PROPERTY OWNERS TO TAKE MUNI. IF YOU ARE PAYING PROPERTY TAXES YOU SHOULD GET A DISCOUNT, FOR EXAMPLE 50% OFF ON THE FARE. SAN FRANCISCO SPENDS SO MUCH ON THINGS LIKE BIKE LANES, BUT WE DON'T LICENSE BICYCLES. MUNI NEEDS TO BE THOUGHTFUL OF THE TAXPAYERS WHEN IT COMES TO SPENDING THEIR MONEY.

HAVE AN SFPD RIDE ONBOARD.

DON'T REALLY HAVE ANY PROBLEMS.

I THINK SOMETIMES THE SCHEDULING OF CARS IS A LITTLE OFF. WHEN I'M IN A DOWNTOWN STATION A LOT OF L TARAVALS AND N JUDAHS WILL COME BEFORE THE M. I'VE HAD TO WAIT 20 MINUTES. I WOULD LIKE TO SEE MORE DOUBLE CARS ON THE M. THE SINGLE CARS GET TO BE PRETTY PACKED.

MORE ACCESSIBILITY FOR SENIORS WITH DISABILITIES. MUNI NEEDS TO TALK TO MORE PEOPLE. I DON'T LIKE THE SERVICE ON MISSION STREET. THEY'RE NOT THERE FOR PEOPLE WITH DISABILITIES, I WOULD LIKE TO SEE A CHANGE. MORE COMMUNITY INPUT.

MORE TRAINS

I'D LIKE TO SEE THE FREQUENCY OF BUSES IMPROVED AND THE QUALITY OF BUS STOPS IMPROVED. IT'S VERY COLD AND WINDY WHEN YOU HAVE A VERY LONG WAIT TO PROTECT YOURSELF FROM TRAFFIC AND NOISE. IN GENERAL, IT SEEMS LIKE THE LED TIMER IS NOT AT SOME OF THE STOPS SO YOU DON'T HAVE ANY IDEA WHEN THE BUS IS COMING.

CLEANLINESS--GET RID OF THE SMELLS, URINE AND GRIT. IT HAS IMPROVED OVER THE YEARS BUT STILL HAS SOME WORK TO DO.

PEOPLE SHOULD PICK UP AFTER THEMSELVES ON VEHICLES.

Q7: ““What aspects of Muni would you like to see improved?””

SAFETY--I KNOW THE DRIVER IS VERY BUSY, BUT HE SHOULD LOOK TO SEE WHAT'S GOING ON INSIDE. SOME PEOPLE ON THE BUS ARE MENTALLY SICK AND CAUSE TROUBLE. THE REST IS FINE.

I CAN'T THINK OF ANYTHING CONSTRUCTIVE. AS FAR AS I'M CONSIDERED IT'S PROBABLY OKAY, FOR THE ROUTE I TAKE.

I HAVE NO COMPLAINTS WITH MUNI, OF COURSE I ONLY RIDE ON ONE LINE

TIME--RUNNING ON TIME. SOMETIMES THE 57 CAN RUN EARLIER OR LATER THAN THE SCHEDULED TIMES.

I USE THE FRONT SEATS FOR THE DISABLED. YOUNGSTERS NEED TO BE MOVED. BUS IS OFTEN CROWDED. I USUALLY GET OFF. ROUTES ARE TOO CROWDED.

INDICATORS THAT TELL YOU WHEN MUNI WILL ARRIVE AT THE STOP ARE ALL WAY WRONG. NONE OF THEM ARE ACCURATE MUNI SIGNS ARE USELESS. ALSO, AN INCREDIBLE NUMBER OF PEOPLE THAT DO NOT PAY, THEY GO IN THROUGH THE BACK DOOR, THERE SHOULD BE MORE MONITORING OF THAT. DRIVERS ARE DOING THE BEST THEY CAN UNDER THE CIRCUMSTANCES, IT'S A TOUGH JOB.

SOMETIMES IT'S A LITTLE CROWDED. MORE CARS WOULD BE WONDERFUL, PARTICULARLY IN THE AFTERNOON. I JUST TURNED 66 AND I NEED TO FIND OUT ABOUT SENIOR SERVICES.

THE BUS LINE I NEED TO TAKE TO WORK DON'T COME FREQUENT ENOUGH. I STARTED BIKING TO THE END OF THE CITY TO WORK BECAUSE ITS FASTER THEN WAITING FOR MY BUSES. I LIKE TO SEE MORE FREQUENT BUSES BECAUSE IT TAKES ME AN HOUR TO GO TO WORK.

REDUCING FARE, ITS TOO HIGH. IT NEEDS TO BE MORE FREQUENT, LIKE EVERY FIVE MINUTES. ALSO, THE DRIVERS ARE NOT VERY FRIENDLY, THEY NEED TO IMPROVE THEIR CUSTOMER SERVICE. THE BUSES COULD BE CLEANER

HAVE MORE CARS PERHAPS, JUST IN GENERAL.

THE TRANSFER SYSTEM.

AT THIS TIME, I'VE SEEN SOME CONVERSATIONS WITH SENIORS THAT THE STOPS ARE MAYBE TOO FAR APART. THAT MIGHT BE THE CASE FOR MYSELF AT SOME POINT. MUNI IS CONVENIENT FOR GOING DOWNTOWN AND I HAVE THE TIME TO PLAN ACCORDINGLY.

LESS CROWDED.

GO TO NORTH BEACH UNDERGROUND.

MORE ROUTES. TO DIFFERENT LOCATIONS. WOULD LIKE TO RIDE TO MORE THAN JUST DOWNTOWN IN TRAFFIC.

I'M GUESSING NOBODY AT MUNI STUDIES TRANSPORTATION PLANNING. THEY DO A LOT OF TERRIBLE THINGS SUCH AS THE HOUSING AT CLAY AND STOCKTON WHERE 45 PEOPLE WERE KICKED OUT OF HOUSING FOR THE UNDERGROUND. YOU CAN'T JUST THROW PEOPLE OUT ON THE STREET. THEY CAN'T GO TO TREASURE ISLAND BECAUSE THESE ARE OLD PEOPLE. AT BROADWAY AND BATTERY WHERE THEY PUT THOSE PEOPLE THEY TOOK 45 HOUSING UNITS THAT WERE FOR VETERANS AND HOMELESS AND MUNI DIDN'T HAVE TO PAY A CENT. THE FINAL MUNI STOP IS COMING OUT OF A BIG GLASS BOX WITH NO RETAIL AND NO HOUSING. NOBODY IN THE COUNTRY IS BUILDING TRANSPORTATION UNDERGROUND WITHOUT HOUSING ABOVE IT. THERE ARE NO REPERCUSSIONS. THEY WON'T CARE.

IT'S NOT VERY CLEAN. THEY NEED TO CLEAN IT MORE OFTEN, ESPECIALLY ON THE BACK SEATS.

SEATS NEED CUSHIONS. FIX DISABLED AREAS- MORE SPACIOUS AND COMFORTABLE.

SOMETIMES TOO CROWDED

Q7: ““What aspects of Muni would you like to see improved?”

THE WAY YOU PAY FOR THE BUS, INSIDE THE BUS. YOU SHOULD BE ABLE TO USE YOUR CARD ESPECIALLY IF YOU DON'T HAVE ENOUGH/EXACT CHANGE. THAT WAY YOU CAN STILL RIDE THE BUS WITHOUT MISSING IT BECAUSE YOU COULD NOT PAY, OR BE IN DANGER OF GETTING A FINE. ALSO, PEOPLE WHO DON'T GIVE UP, REFUSE OR COMPLAIN ABOUT GIVING UP THEIR SEATS FOR SENIORS/PEOPLE WITH DISABILITIES SHOULD BE FINED SO IT'S CLEAR THAT THEY SHOULD PRIORITIZE THOSE SEATS TO THE DESIGNATED PEOPLE WHO NEED THEM MOST.

I REALLY DON'T KNOW, THE T LINE IS FINE. SOMETIMES I RIDE THE 54 AND I'D LIKE TO SEE IT ROUTED DIFFERENTLY. THE STREETS ARE SO NARROW UP IN THE HILLS I FEEL SO SORRY FOR THE BUS DRIVERS. I WOULDN'T MIND WALKING A COUPLE OF BLOCKS.

29 IS TOO SLOW, THERE NEED TO BE MORE BUSES THAT ARRIVE MORE FREQUENTLY

PROBABLY THE CONSISTENCY OF ARRIVAL. HAVE MORE FREQUENT BUSES.

GANGS AND HOMELESS, GET ON SWEARING AND YELLING, I GUESS THERE IS NOTHING YOU CAN DO ABOUT THOSE PEOPLE BEING LOUD AND RUDE. SOME DRIVERS ARE REAL ASSHOLES. THEY CLOSE THE DOOR WHEN YOU ARE TRYING TO GET ON AND JUST DRIVE OFF LEAVING YOU STANDING THERE. BUT THERE ARE ALSO REAL NICE, FRIENDLY AND HELPFUL ONES. THE TRANSFER TIMES NEED TO BE MORE CONSISTENT. SOME DRIVERS WILL GIVE YOU A TICKET THAT IS ONLY GOOD FOR 30 MINUTES AND THEN OTHER DRIVERS WILL GIVE YOU A TICKET THAT IS GOOD FOR TWO OR THREE HOURS.

MORE BUSES, LESS WAITING TIME.

JUST AS FAR AS THE OVERCROWDED BUSES DURING PEAK HOURS. SOMETIMES THERE IS CONFLICT ON THE BUS. I FEEL LIKE IT'S HARD FOR THE DRIVER TO DEAL WITH THAT, SO MORE SUPPORT ON BUSY BUSES.

MORE CARS

HAVE MORE BUSES DURING RUSH HOUR.

I THINK MUNI IS GREAT, I ESPECIALLY LIKE THE MESSAGE BOARDS AT THE STOPS THAT TELL YOU WHEN THE TRAIN IS DUE. THE ONLY CONCERN I HAVE IS THAT ON THE GEARY LINE, THERE WILL BE LOUD, ROWDY PEOPLE, BUT THERE IS NOTHING MUNI CAN DO ABOUT THAT.

CLEANLINESS.

TRAINS SHOULD BE MORE RELIABLE, MEANING BEING ON TIME, AND NOT CANCELING THE ROUTE.

MAYBE, I THINK THEY ARE RUNNING AWAY FROM THE CUSTOMERS--THE COURTESY OF THE DRIVERS.

THE N COULD USE A COUPLE MORE CARS. IT TENDS TO BE VERY BUSY IN COMPARISON TO THE OTHERS.

MORE RAPID SERVICE. ON SAN BRUNO AVENUE AT ALAMANY I HAVE TO WALK FIVE BLOCKS UPHILL WITH BAD KNEES. MORE STOPS, ESPECIALLY ON THE HILL. MUNI IS PRETTY HELPFUL.

HYBRID MUNI CONCERNS ME BECAUSE I ALWAYS SEE IT BROKEN DOWN. MUNI IS AS GOOD AS IT GETS, IT IS AN EXCELLENT SERVICE. THERE ARE A COUPLE DRIVERS WHO COULD REALLY USE SOME ATTITUDE ADJUSTMENT, BUT THEY ARE THE MINORITY, MOST DRIVERS ARE GOOD HELPFUL PEOPLE. THE BAD ONES ACT AS THOUGH THEY ARE OPERATING AN AMUSEMENT PARK RIDE, HERKING AND JERKING WITH THE BRAKES AND GIVING PEOPLE A WHIPLASH. THEY NEED TO BE MORE GENTLE WITH THEIR BRAKE PEDALS, AND HAVE SOME CONSIDERATION FOR THEIR PASSENGERS. OVERALL, I GIVE MUNI A RATING OF 4 AND A HALF STARS OUT OF 5.

NUMBER OF BUSES PER ROUTE AND TIMELINESS.

HAVE MORE TRAINS RUNNING FOR THE BX, MORE IN THE MORNING AND EVENING.

Q7: ““What aspects of Muni would you like to see improved?”

WHEN THE L COMES FROM DOWNTOWN DURING RUSH HOUR, IT STOPS AT SUNSET BOULEVARD AND LETS EVERYBODY OFF AND GOES BACK DOWNTOWN. THEN YOU HAVE TO WALK FROM THERE.

THEY WOULD NOT STOP RUNNING SOME LINES AT NIGHT AND RUN THEM MORE FREQUENTLY.

ONCE IN A WHILE IN GETS CROWDED IN THE TUNNELS BETWEEN WEST PORTAL AND CASTRO, SOMEWHERE DOWN THE LINE IT STOPS FOR A FEW MINUTES. DELAYS ARE THE THINGS I'D LIKE TO SEE MINIMIZED, BUT FOR THE MOST PART IT'S NOT THAT BAD.

I DON'T KNOW HOW THEY ARE IN TERMS OF SCHEDULING, IF THEY STAY ON SCHEDULE. IN MY IDEAL WORLD, I WOULD HAVE TRANSIT LIKE NEW YORK CITY WHERE THERE IS NO NEED TO HAVE CARS.

OF COURSE THE TIME FACTOR--BEING ON TIME. I HAVE ACCESS ON MY PHONE FOR NEXT ONE COMING AND THAT IS CONVENIENT.

THEY TOOK STOPS AWAY ON THE 49 LINE THAT WERE REAL CLOSE TO ME. I WISH THEY HAD NOT DONE THAT.

THE SAFETY ISSUE IS NEEDING TO BE WORKED ON. ITS GETTING BAD ON THE TRAINS. RECENTLY, THERE WAS SOMEONE SMOKING CRACK ON THE BUS AND PEOPLE ACTING THREATENING. GENERALLY MAKING FOR A BAD TRIP. I DON'T KNOW IF THERE IS ANYTHING THAT CAN BE DONE ABOUT THIS.

RELIABILITY

MAYBE THE BACK DOOR ISSUES--BY THAT I MEAN, MOSTLY UNDERGROUND, WHEN YOU ARE TRYING TO GET ON A LOT OF PEOPLE ARE PUSHING TO GET OFF AND THEN THEY SHUT THE DOOR SO PEOPLE CAN'T GET ON--THE FLOW OF TRAFFIC AT THE BACK DOOR. I WOULD LIKE A CHEAPER FARE BUT I KNOW THEY CAN'T DO THAT BECAUSE OF THE COST OF GAS.

I CAN'T THINK OF ANY. I USE TO LIVE IN LOS ANGELES. MUNI IS MUCH FASTER HERE.

IT'S IMPROVING, BUT THE BUS SCHEDULE IS WEIRD. SOMETIMES NO BUS, THEN FIVE BUSES.

IT COULD BE CLEANER, AND HAVING MORE TRAINS AT A CERTAIN TIME, LIKE RUSH HOUR. IT'S PACKED LIKE SARDINES AND A LOT OF PEOPLE GET SICK. SOMETIMES I GET FRUSTRATED GETTING TO WORK ON TIME BECAUSE THE TRAIN WILL STOP ON THE PLATFORM, BUT NOT OPEN THE DOOR UNTIL IT MOVES UP. SOMETIMES IT SITS THERE FOR SEVERAL MINUTES.

THE CONSISTENCY OF THE OUTBOUND SCHEDULE.

MORE TRAINS.

CLEANLINESS. THEY NEED TO BE WASHED AND CLEANED. THEY SMELL OF URINE. THE DRIVERS BRAKE TOO HARD, IT MAKES YOU ALMOST FALL DOWN. WINDOWS ARE HARD TO OPEN, AND DO NOT OPEN VERY FAR. THIS IS REALLY NOTICEABLE WHEN SOMEONE IS SMOKING POT ON THERE AND YOU NEED SOME AIR. ALSO WHEN YOU ARE STANDING IT IS HARD TO GRAB ONTO THE HANGING STRAPS BECAUSE I AM NOT VERY TALL.

THE TIMING. I SEE THE DIGITAL ANNOUNCEMENT THAT SAYS THE TRAIN WILL BE COMING AT THIS PARTICULAR TIME BUT IT DOESN'T. THE TIME OF ARRIVAL. IT KEEPS ROLLING BACK AND I END UP WAITING FOR MUCH LONGER THAN I THOUGHT. SOME DRIVERS ARE VERY RUDE. I HAD TO COMPLAIN ABOUT A LADY.

SPACING OF BUSES- THREE IN A ROW GOING OUT, BUMPER TO BUMPER.

I LIVE ON JACKSON AND HYDE-- THEY RING THE BELL TRYING TO MAKE MUSIC AT 5:55 AM, WHICH IS IRRITATING. THEY DON'T GO IN A BLOCK! AND THEY AREN'T CAUTIOUS ABOUT CROSSING PEDESTRIANS. THE OPERATORS YELL AND SCREAM AND ARE RUDE TO US. THE OPERATORS DON'T CARE-- THEY ALSO PHYSICALLY HIT CARS WITH THEIR ARMS. THEY DON'T PAY ATTENTION TO THE RIGHT OF WAY. I DON'T LIKE PAYING MY FARE WHEN ALL THE HOMELESS ARE RIDING FOR FREE AND DEFECATING ON THE FLOORS! OUR PUBLIC TRANSPORTATION IS EXTREMELY POOR. YOU TAKE A SHUTTLE BUS FROM THE METROS AND NO ONE CHECKS FOR FARES.

PREDICTABLE TIMING. SCHEDULE IS RANDOM. BUSES DON'T ALWAYS ARRIVE AT STATED TIME.

Q7: “What aspects of Muni would you like to see improved?”

I GUESS THEIR ON-TIME SERVICE. A COUPLE OF TIMES IT SEEMS LIKE THERE HAS BEEN A LITTLE EXTRA WAITING TIME, BUT IT'S PRETTY INFREQUENT.

THERE'S HOMELESS PEOPLE THAT RIDE THE BUS WHO USE AGGRESSIVE LANGUAGE. THEY ARE NOT VERY CLEAN FROM INSIDE. MOSTLY THE 19 AND THE 14.

MORE BUSES, WE DON'T WANT TO WAIT FOR TOO LONG.

FREQUENCY DURING RUSH HOUR.

THE J CARS ARE ALWAYS SINGLE CARS. EARLY MORNING 8-9 7-9 THEY ARE PACKED. WHEN SCHOOL GOES OUT, THEY ARE TOO PACKED. IT WOULD BE SMARTER THAN HAVING MORE TRAINS.

REGARDING THE 48 BUS, AFTER 9AM THE BUS IS NOT ON SCHEDULE, SOMETIMES IT TAKES 45 MINUTES FOR THE NEXT BUS TO SHOW UP.

GETTING RID OF THE OLDER BUSES.

67 MORE SERVICE AND THE T-LINE

HAVE REAL STOP TIME SCHEDULES POSTED. THE APP NEXT BUS IS NOT ACCURATE WITH ITS TIMES FOR THE E BUS. THE F BUS FREQUENTLY GOES OUT OF SERVICE AT NIGHT. THEY SHOULD HAVE MORE BUSES RUNNING AS A BACK UP.

BUSES BE ON TIME.

THE BUSES ARE TOO CROWDED MOST OF THE TIME. ALL THE EXPRESS BUSES SEEM TO GET THAT WAY. THEY ARE DIRTY WITH HAIR PRODUCTS SMEARED ON THE WINDOWS AND DIRTY FLOOR MATS, THE FREQUENCY OF THE 38 IS EVERY 20 MINUTES. IT WOULD BE BETTER IF IT WERE EVERY 10 OR 15 MINUTES.

THE CLEANLINESS INSIDE THE BUS ITSELF. IT'S NOT THAT CLEAN AND DOES NOT HAVE THAT GOOD A SMELL.

PROBABLY JUST THE TECHNOLOGY WITH BUSES NOT BREAKING DOWN. TRAINING FOR DRIVERS ON HANDLING CRISES AND INTENSE SITUATIONS.

HEAT ON BUSES MAKING IT UNCOMFORTABLE. DON'T NEED THE HEATER ON AT ALL. THEY NEED TO MAKE THE DISABLED PERSONS RAMP MOVER FASTER, THEY NEED MORE NORTH AND SOUTH ROUTES WEST OF THE CITY, THAT WOULD BE WEST OF VAN NESS.

BUSES ARE NOT VERY CLEAN.

I WOULD LOVE IF THEY COULD COME AT TIME. WHEN THEY PROMISE TO COME IN. LIKE WHEN YOU CALL 511 AND IT TELLS YOU THE SCHEDULE, IT SHOULD BE ACCURATE.

CROWDING. WAIT TIMES TO BE SHORTER.

I'D LIKE TO SEE A SUBWAY UNDERNEATH GEARY.

MORE KNOWLEDGE FROM DRIVERS. HELPFULNESS WITH DIRECTIONS.

THEY COME PRETTY OFTEN AND NOW WITH ROUTES I KNOW WHEN THEY ARE COMING, BUT GOING DOWN VAN NESS THEY COULD ADD MORE BUSES. MAYBE SOMETIME THE CLEANLINESS--SOMETIMES WHEN YOU GET ON, YOU'RE NOT SURE WHEN THE LAST TIME WAS THAT THINGS GOT WIPED DOWN.

MUSIC.

THE DRIVERS' ATTITUDES. THEY TEND TO BE RATHER AGGRESSIVE AND RUDE. THERE SHOULD BE MORE CHANCE OF CHECKING FOR FARES. I USUALLY SEE TWO OR THREE PEOPLE GET ON THE BUS WITHOUT PAYING.

MORE BUSES OR TRAINS. A LITTLE CLOSER TOGETHER. ESPECIALLY LATE AT NIGHT I'D LIKE TO SEE MORE OWLS.

Q7: ““What aspects of Muni would you like to see improved?”

WOULD BE NICE IF MORE FREQUENT AND LESS CROWDING.

DEFINITELY, THE FREQUENCY OF ARRIVALS IN THE MORNING.

I USUALLY ONLY RIDE ON THE J WHEN I TAKE MUNI. IT IS VERY FRUSTRATING BECAUSE IT TAKES AVERAGE OF 30 MINUTES BEFORE IT SHOWS UP. EVERY OTHER BUS SHOWS UP BEFORE THE J. ALSO SINCE IT DOESN'T COME VERY OFTEN, IT IS USUALLY VERY CROWDED.

SECURITY ON THE TRAIN. THE HOMELESS ON THE TRAIN--A MAN CAME UP TO MY DAUGHTER AND ME AND IT WAS SCARY. SOMETIMES THE BUS SMELLS AND THERE IS LOTS OF TRASH.

GENERAL CLEANLINESS, COULD BE IMPROVED, IT SMELLS AND IS DIRTY

MORE FREQUENT ON TIME SERVICE.

SOME DRIVERS COULD TAKE IT EASY ON THE BREAKING AND ACCELERATING.

NOISE REDUCED OF THE TRAIN. I LIVE NEAR A MUNI ROUTE AND ITS VERY LOUD, I WOULD REALLY LIKE MUNI TO REDUCE THE NOISE THE TRAIN MAKES.

EXCESSIVE CROWDING DURING PEAK HOURS.

THE BUSES ARE SOILED. THEY DON'T USE EXPENSIVE EQUIPMENT FOR CLEANING. THEY MOSTLY PICK UP LIKE LOOSE ITEMS, PAPER, CIGARETTES, MATCHES.

LONG WAIT TIMES ARE RIDICULOUS.

I WOULD SEE SOME OF THE BUS STOPS ON VAN NESS RETURNED, E.G. THE ONE NEAR PINE, CALIFORNIA AND VAN NESS.

ON TIME- PERFORMANCE CAN BE A WHOLE LOT BETTER.

OVERCROWDING, FREQUENCY, TIME MANAGEMENT

KEEP REGULAR BUSES IN THE ROTATION BECAUSE THERE ARE MORE SEATS, ESPECIALLY ON THE 9, THE 9 R, AND THE 19.

I WOULD LIKE TO KNOW WHEN THE NEXT BUS IS COMING, THERE IS PROBABLY AN APP I DON'T USE IT THOUGH. WHEN I ARRIVE AT A STOP I WOULD LIKE TO KNOW WHEN THE BUS WILL ARRIVE AT THAT STOP. I WOULD LOVE AN APP FOR MY IPHONE THAT WOULD TELL ME WHAT ROUTES ARE COMING AND WHEN THEY COME.

THERE SHOULD BE MORE COMMUNICATION ABOUT WHICH APP GIVES THE BEST RESULTS. THE CHOICES ARE CONFUSING. MUNI COULD ADVERTISE THE DIFFERENT APPS OR EXPLAIN HOW IT COOPERATES WITH THE APPS. THE PRIORITY IS GETTING REAL-TIME INFO.

THE PRICE-- I DON'T LIKE THE INCONVENIENCE OF 2.25 BECAUSE I SELDOM HAVE THE QUARTERS AND I END UP PAYING 3.00. THE REST IS VERY GOOD.

I THINK EVERYTHING IS FINE, I'M SATISFIED, THE POSTED TIMES AREN'T ALWAYS ACCURATE.

THEY ARE PRETTY MUCH ON TIME. I DON'T RIDE IT DURING COMMUTE HOURS. I RETIRED A FEW YEARS AGO. I THINK THE DRIVERS ARE VERY COURTEOUS AND THEY SEEM TO BE SENSITIVE TO OLDER PASSENGERS, WHICH I'M GRATEFUL FOR. I'VE BEEN RIDING MUNI FOR ABOUT 40 YEARS AND I THINK THEY ARE DOING QUITE VERY WELL. THE BUSES ARE CLEAN. THE OLDER BUSES DON'T REALLY KNEEL. THAT WOULD BE HELPFUL.

BETTER TIMING. BUS WILL SAY ITS COMING IN FIVE MINUTES THEN DOESN'T APPEAR.

Q7: ““What aspects of Muni would you like to see improved?”

TIMING OF THE 29 IS REALLY BAD. THERE WILL BE TWO BUSES ARRIVING ONE AFTER THE OTHER, AND THEN A BIG TIME LAPSE BEFORE THE NEXT ONE ARRIVES. THERE NEEDS TO BE A LINE THAT RUNS NORTH TO SOUTH AND CROSSES MARKET, SO THAT PEOPLE THAT WANTED TO GO TO SOMA WOULDN'T HAVE TO TRANSFER AT THE FERRY BUILDING.

IT'S OK. I THINK THE DRIVERS ARE FINE. NO SUGGESTIONS.

TIMING FASTER.

SOME OF THE BUSES ARE REALLY FILTHY.

MORE FREQUENCY ON ALL MUNI LINES.

CLEANLINESS OF BUSES IN GENERAL.

INCREASING SAFETY FOR RIDERS. ROUTES RUNNING LATER INTO THE EVENING.

LOOK OUT FOR THE ELDERS.

I NEED MORE CAPACITY, CLEANLINESS AND EXPANSION OF ROUTES.

CLEANLINESS, TO BE ABLE TO OPEN MORE WINDOWS, AND IT WOULD BE NICE FOR RESIDENTS OF SAN FRANCISCO TO PAY A CHEAPER FARE.

THE 24 USED TO DRIVE ME CRAZY BECAUSE IT DIDN'T COME OFTEN ENOUGH-- I DON'T RIDE IT AS OFTEN. I LIKE NEXTBUS-- IT HELPS A LOT. THE 21 HAS A TURN ON SHRAEDER THAT APPEARS DANGEROUS-- I OBJECT TO THE BUS GOING DOWN THAT STREET. IT SHOULD BE CHANGED. THE 38-- AT GEARY AND MASONIC-- OR PRESIDIO AND GEARY--I NEVER KNOW WHERE THEIR STOPS ARE-- IT IS VERY CONFUSING. MUNI SEEMS TO BE BETTER. IT NEEDS ADEQUATE FUNDING. AS I'M GROWING OLDER, MUNI IS MORE AND MORE IMPORTANT TO ME, I LIVE NEAR TWO BUS LINES-- I EVEN PICKED OUT MY HOUSE BECAUSE IT IS CLOSE TO MUNI.

BETTER CARS, BETTER VEHICLES, IMPROVEMENT WITH THE STATIONS. MORE F LINE VEHICLES.

IT'S PRETTY GOOD. SOMETIMES, I DON'T FEEL SAFE ON IT.

THE BUS DRIVERS SHOULD WAIT FOR SENIORS TO SIT DOWN BEFORE DRIVING AWAY.

IF POSSIBLE MORE SERVICE BETWEEN 9 AND 10AM AND BETWEEN 4 AND 5. I LIVE ON THE LINE THAT GOES TO THE BALBOA BART STATION, AND THOSE BUSES ARE ALWAYS SO CROWDED, THAT AT TIMES THEY WILL NOT LET ANY MORE PEOPLE ON, THEY ARE SO PACKED.

EASE FOR OLDER PEOPLE GETTING UP THE STAIRS.

MORE BUSES WOULD BE GREAT.

THE FARE AND THAT THERE'S A LOT OF PEOPLE ON THOSE THINGS. THE BUSES COULD BE A LITTLE CLEANER WHEN YOU GET DOWNTOWN.

GET PEOPLE TO NOT PLAY THEIR MUSIC ON THE BUS.

MORE BUSES. CLEANER BUSES. BUSES ARE OVERCROWDED AND DON'T STOP AT ALL STOPS.

BUSES BEING ON TIME.

CLEANLINESS.

SOMETIMES THE SECURITY. IT GETS VERY PACKED.

MORE NEW BUSES. HAVE THE SCHEDULE MONITORS AT ALL THE STOPS.

Q7: ““What aspects of Muni would you like to see improved?”

THE BUSES NEED TO BE MORE ON-TIME. SOMETIMES THEY AREN'T COMING. NIGHT-TIMES AND WEEKENDS ARE NOT VERY GOOD. I THINK SOME OF THE 52 DRIVERS GO HOME EARLY BECAUSE THEY DO NOT HAVE TRANSPORT TO THEIR HOMES.

WHEN I'M WITH A STROLLER AND SOME DRIVERS TELL ME THAT I NEED TO FOLD THE STROLLER. SOMETIMES SHE'S ASLEEP AND I CAN'T DO IT.

I DON'T LIKE WHEN A BUS LIFT, IS NOT WORKING. IT DOESN'T HAPPEN ALL THE TIME, BUT MORE THAN IT SHOULD.

ON TIME PERFORMANCE.

IT SHOULD BE ON TIME AND SHOULD BE CLEANER. DRIVERS NEED TO ENFORCE SEATING FOR PASSENGERS WITH DISABILITIES.

KIDS SCREAMING AND YELLING. FIND A WAY TO CALM THAT DOWN. I DON'T LIKE DRIVING NEXT TO MUNI. VERY AGGRESSIVE DRIVERS.

TIME SCHEDULE, OF COURSE. MUNI NEEDS TO BE PROMPT. MORE BUSES TO THE CROWDED LINES, 38, 49,47 ETC.

WELL I DON'T USE A COMPUTER OR SMART PHONE, SO I WOULD FOR MUNI TO HAVE PRINTED SCHEDULES THAT YOU CAN GET ON A BUS, LIKE SAMTRANS AND A.C. TRANSIT HAS.

LOTS OF LOITERS IN THE UNDERGROUND METRO STATIONS. MAKES YOU THINK TWICE ABOUT WHICH DIRECTION YOU ENTER THE STATIONS. OTHERWISE, I'VE BEEN HAPPY. NEVER HAD TO WAIT MORE THAN 10 MINUTES.

MORE CONVENIENT ROUTE TO THE CALTRAIN CONNECTIONS.

I WOULD LIKE IT TO BE MORE TIMELY, AND HAVE BETTER RELIABILITY.

NOT ENOUGH BUSES ON THE 8X ROUTE. MORE BUSES ON THE SOUTH EAST SIDE OF SF.

THE NEATNESS. CLEANER BUSES.

CLOSER TO BUS STOPS, AND I WOULD ALSO LIKE IF MUNI DOES NOT RAISE THEIR FARE OR CHANGE SCHEDULED TIMES SO OFTEN.

ANNOUNCE THE STOPS.