



SFMTA

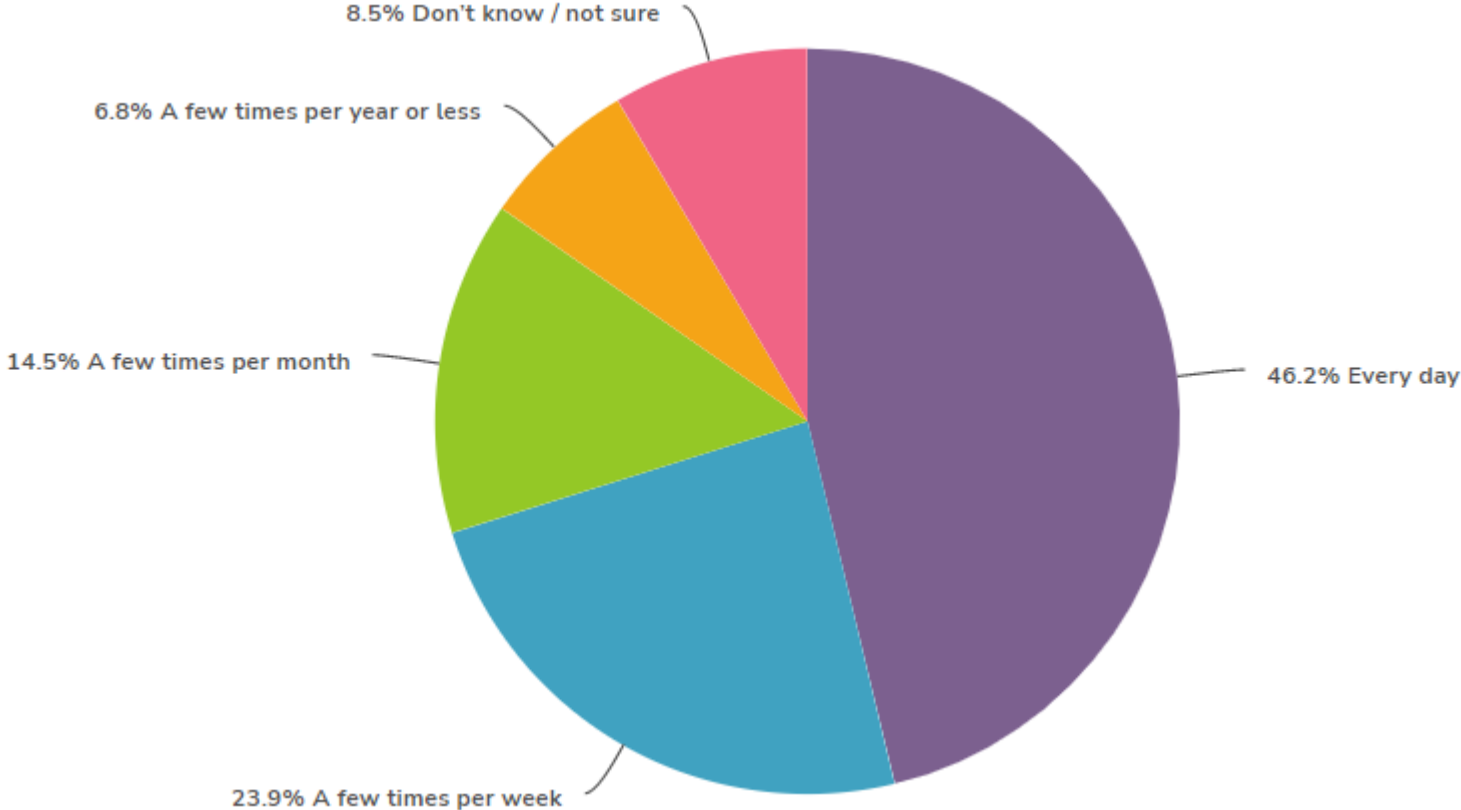
Subway Congestion Intercept Survey

Addendum

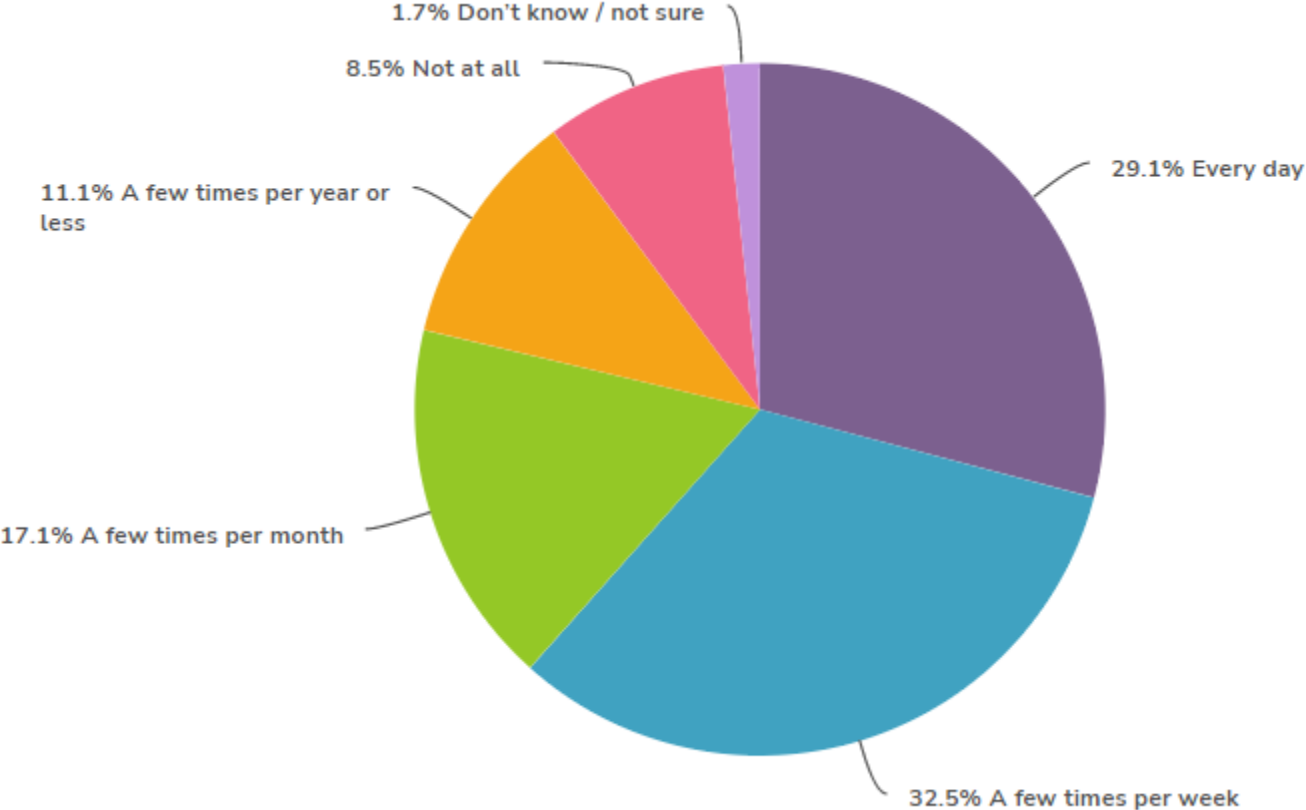
Subway Congestion Intercept Survey

- 116 respondents that reflect the demographics of San Francisco, 70% frequent riders before pandemic, 61.6% frequent riders after; the survey was to be conducted beyond fare gates in Muni Metro stations or on trains between West Portal and Embarcadero.
- 50% say they agree that Muni Metro service in the subway is more reliable since May 2021; 15% disagree; 30% are neutral; 5% are unsure
- 48% say they agree that Muni Metro service in the subway is quicker since May 2021; 18% disagree; 20% are neutral; 4% are unsure
- 30% reported overall travel times savings, 40% reported no change, and 15% reported increase (15% unsure); when asked for how much time was budgeted for the same trip before the pandemic and now, 7% reported now saving more than 15 minutes; 26% said 1-14 minutes saved; 38% said it was the same; 9% said it was 1-14 minutes longer; 5% said it was 15 minutes or more longer
- 37% say Muni Metro service since May 2021 is better than service prior to March 2020; 31% say it is the same; 26% say it is worse, 6% are unsure
- 20% say J Church service since May 2021 is better than service prior to March 2020; 15% say it is the same; 35% say it is worse, and 30% are unsure

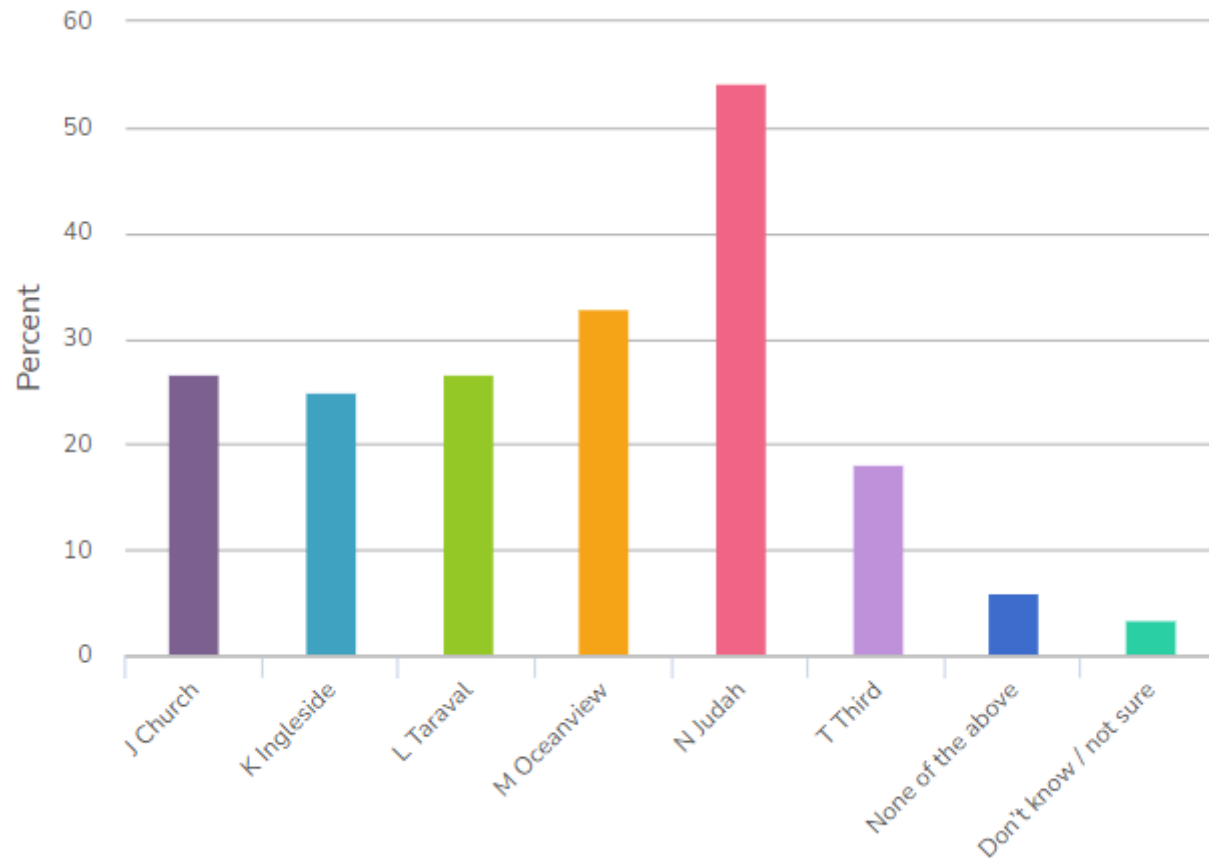
Before the COVID-19 shelter-in-place orders went into effect in March 2020, how often did you ride Muni?



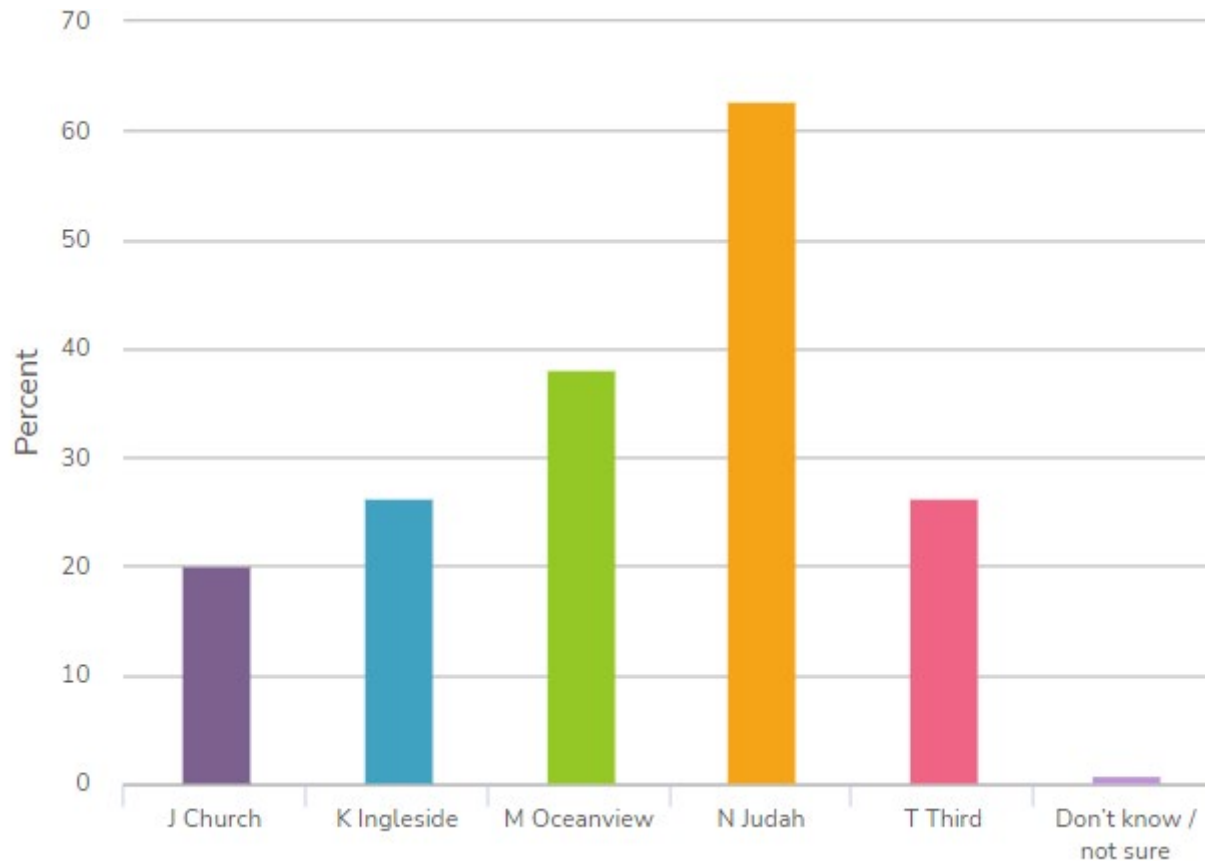
Since the COVID-19 shelter-in-place orders went into effect in March 2020, how often do you ride Muni?



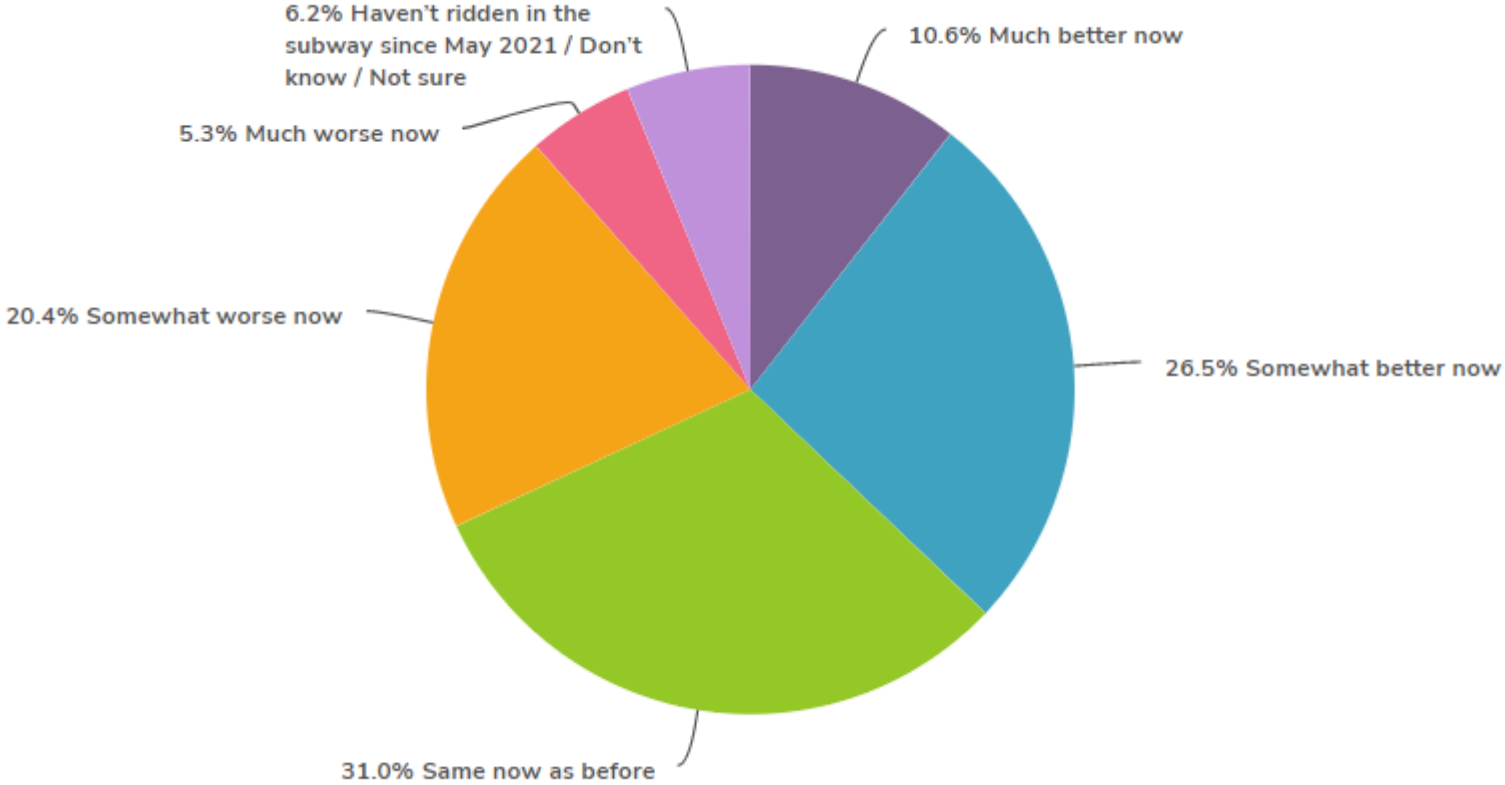
Which of the following Muni routes did you use prior to March 2020?



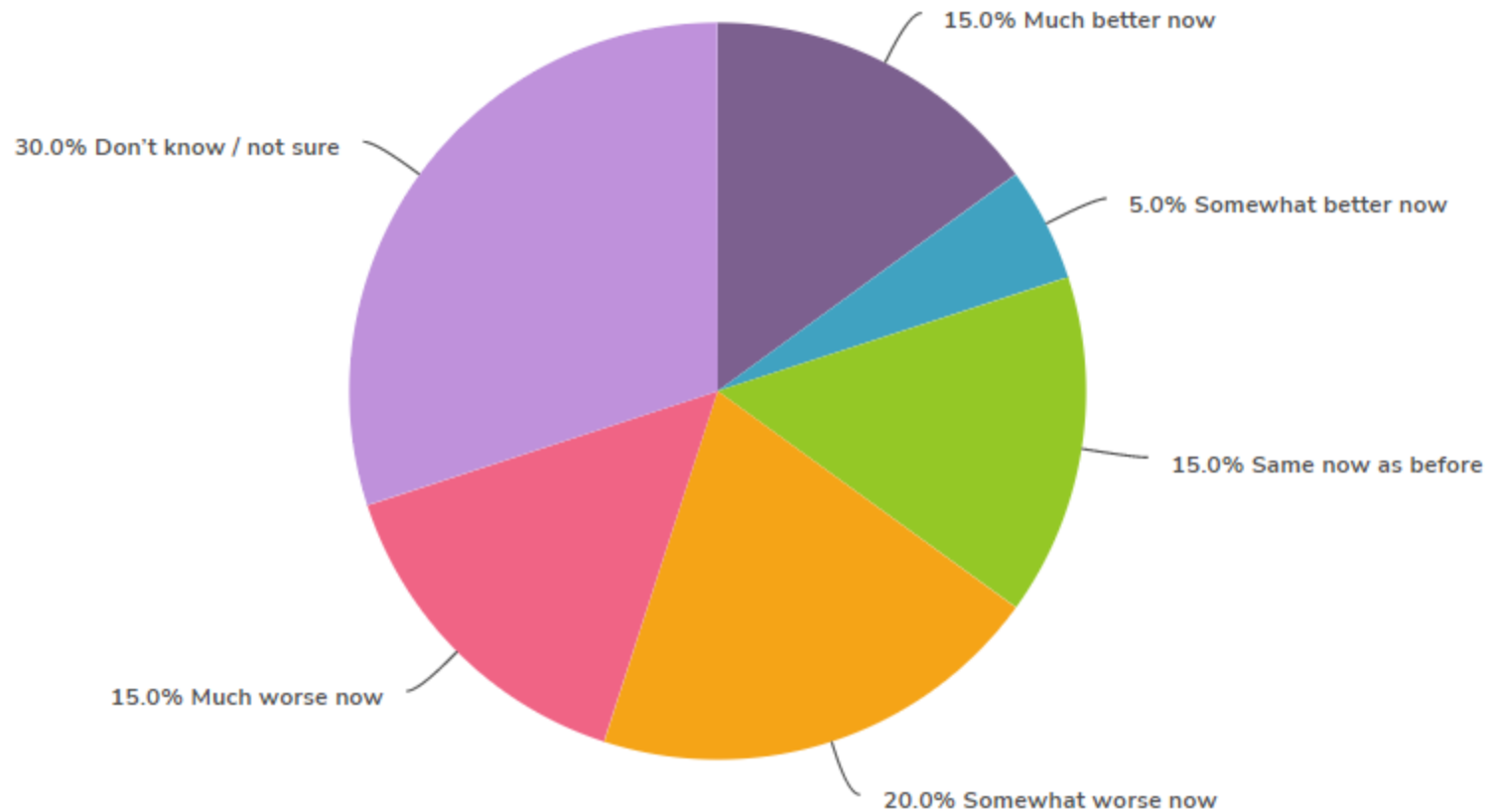
Which of the following Muni routes have you used since May 2021?



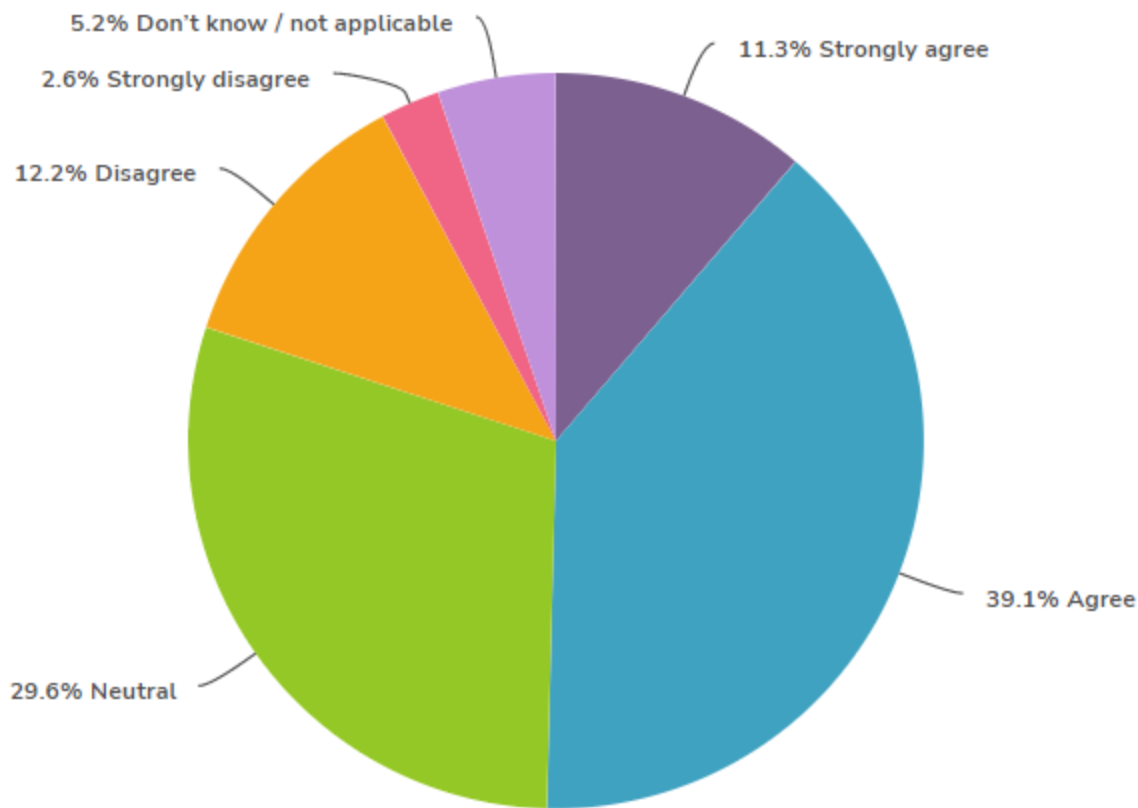
How would you compare Muni Metro service since May 2021 to Metro service prior to March 2020?



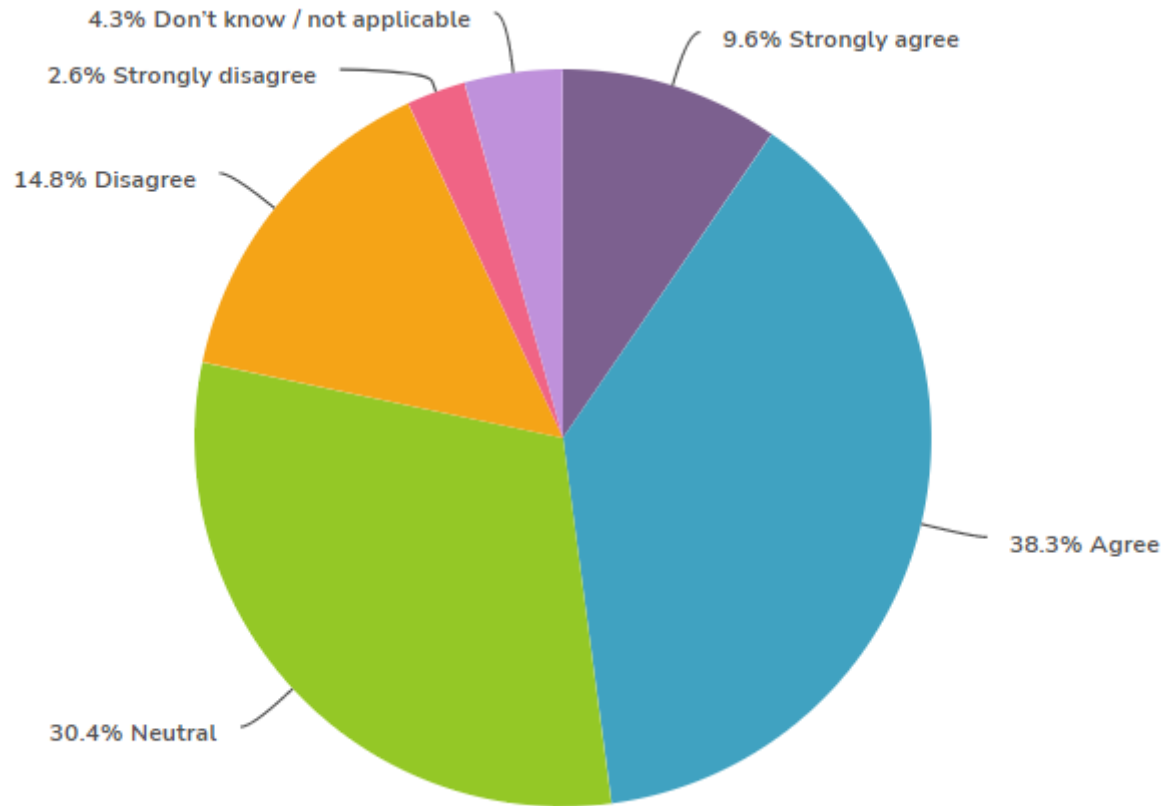
How do you think the J Church compares to how it was before March 2020?



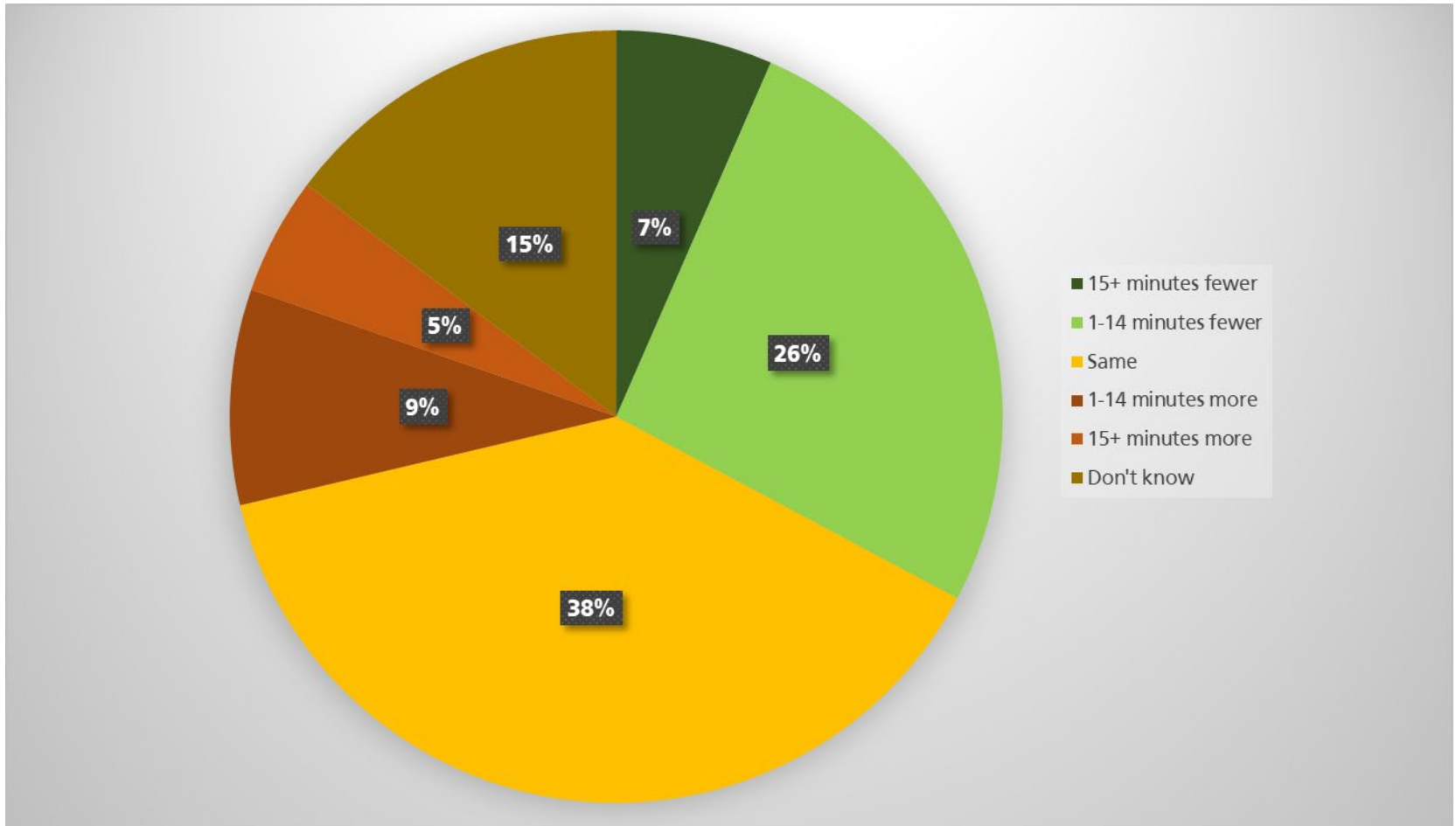
Agree/Disagree? Muni Metro service in the subway is more reliable since May 2021.



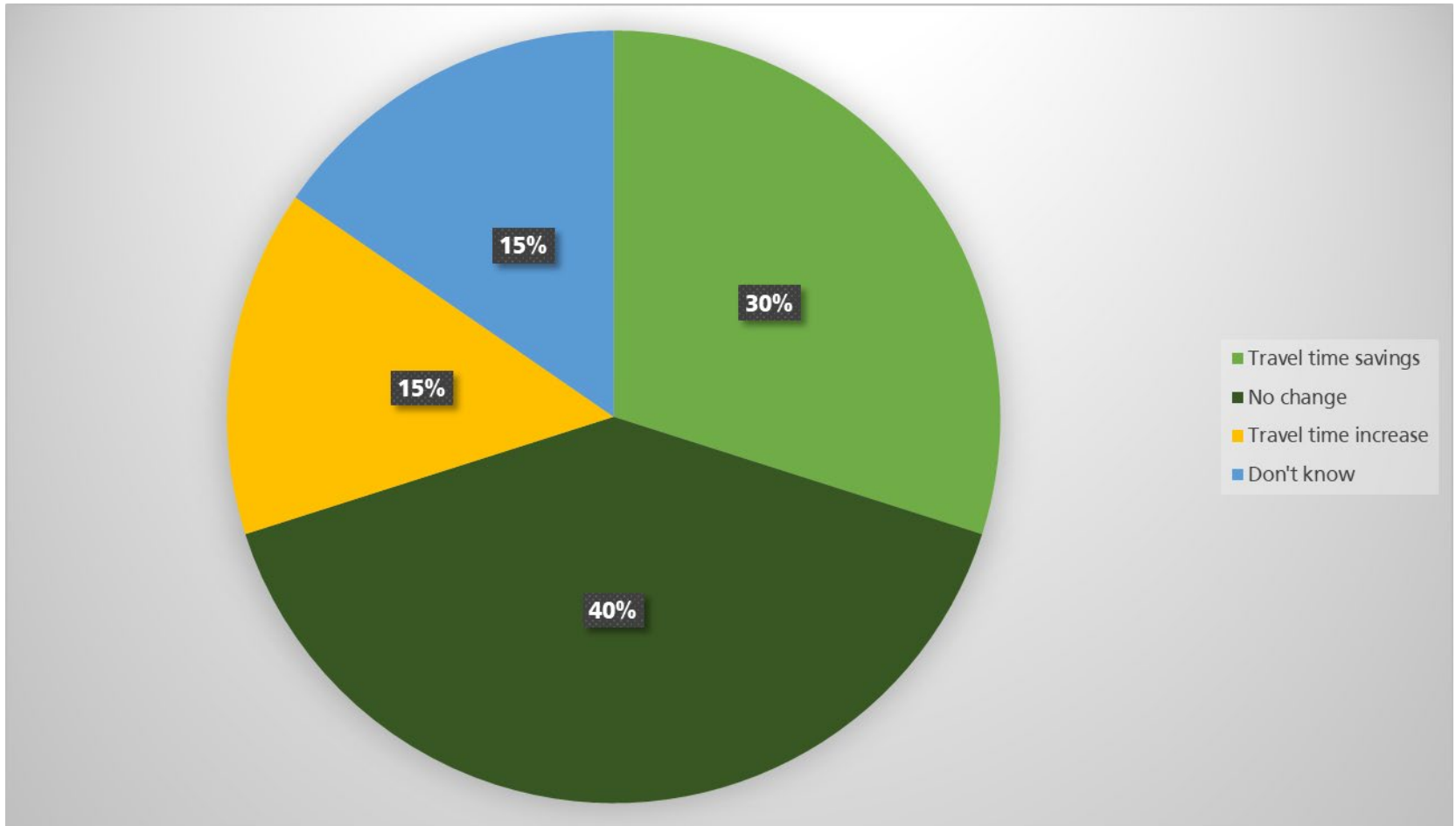
Agree/Disagree? Muni Metro service in the subway is quicker since May 2021.



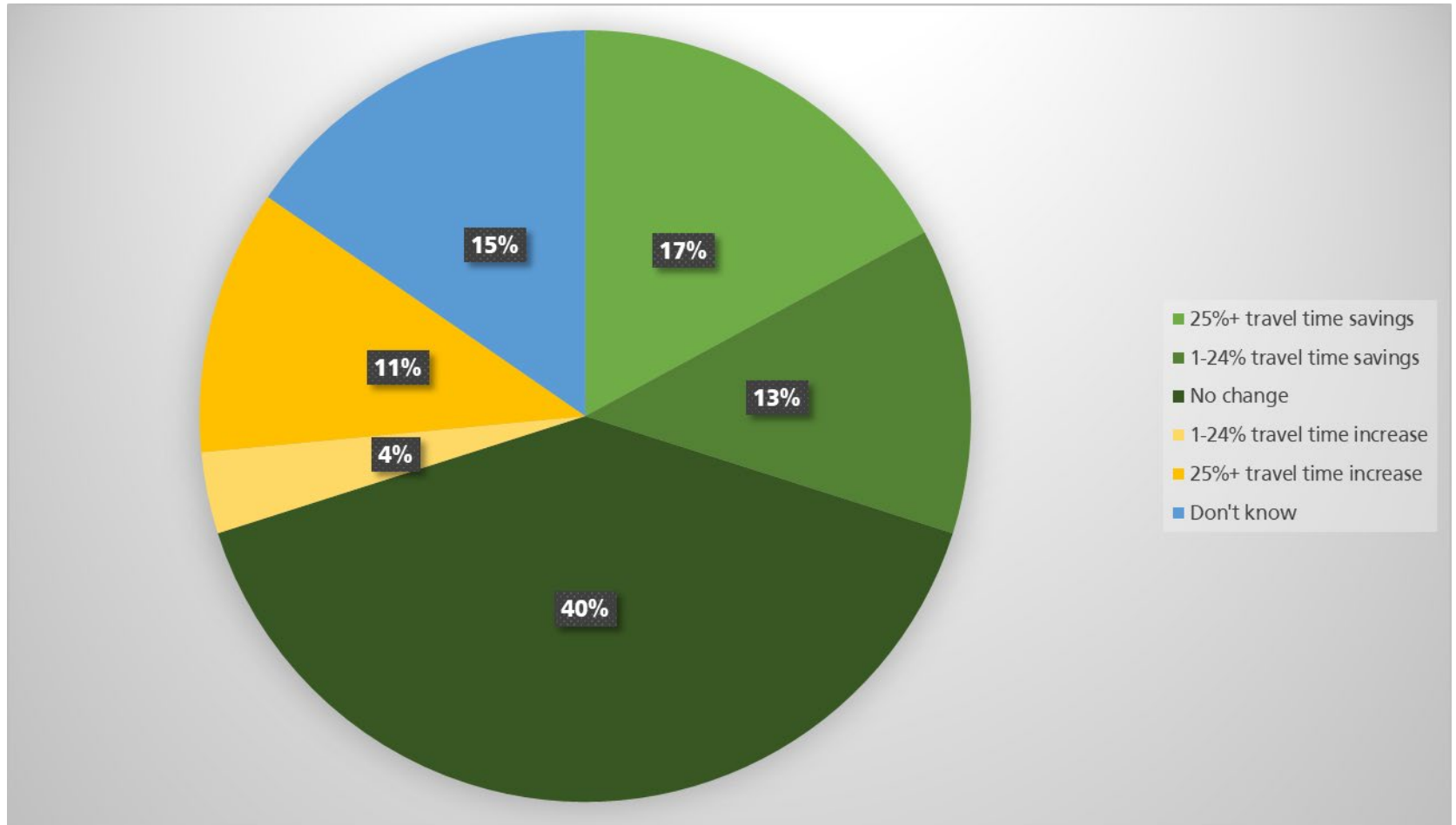
Reported Minutes Change in Travel Times



Reported Changes to Travel Times



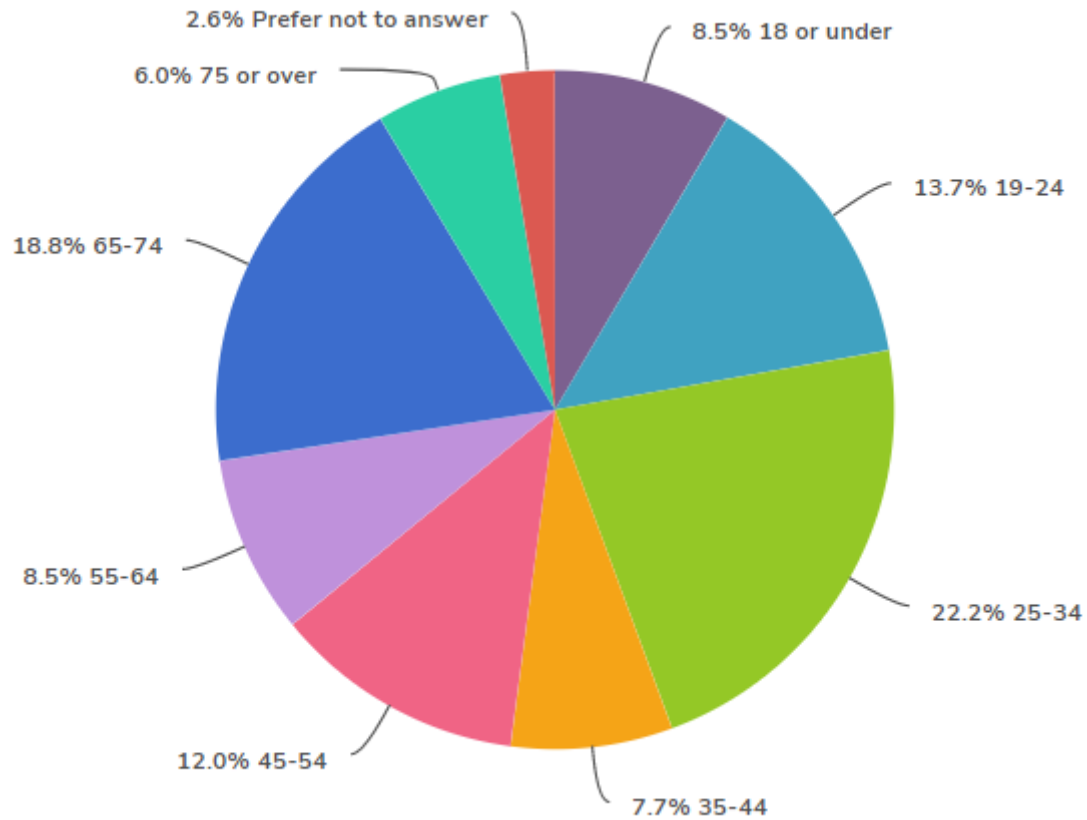
Percentage Change to Reported Travel Times



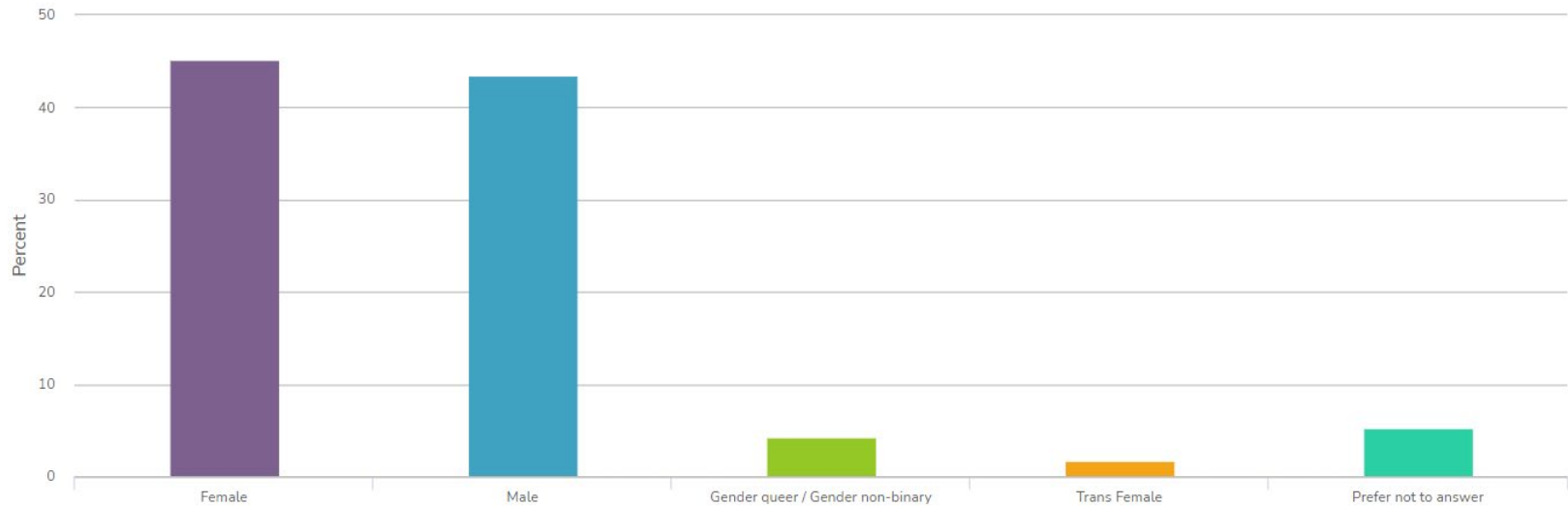
Respondents by Zip Code

Zipcode	Percentage of Respondents
94122	15%
Outside SF	12%
94117	9%
94112	9%
94107	7%
94102	7%
94105	5%
94103	5%
94158	4%
94116	4%
94114	3%
94144	2%
94133	2%
94118	2%
94111	2%
94110	2%
94134	1%
94132	1%
94127	1%
94121	1%
94109	1%
94108	1%
94104	1%

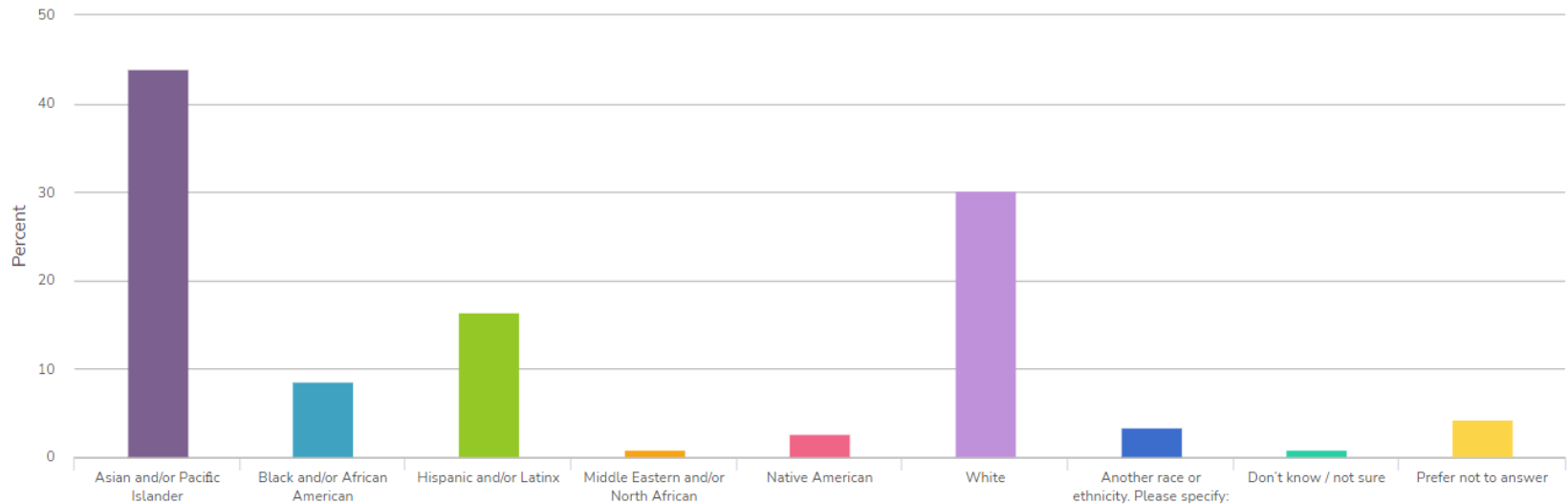
What is your age?



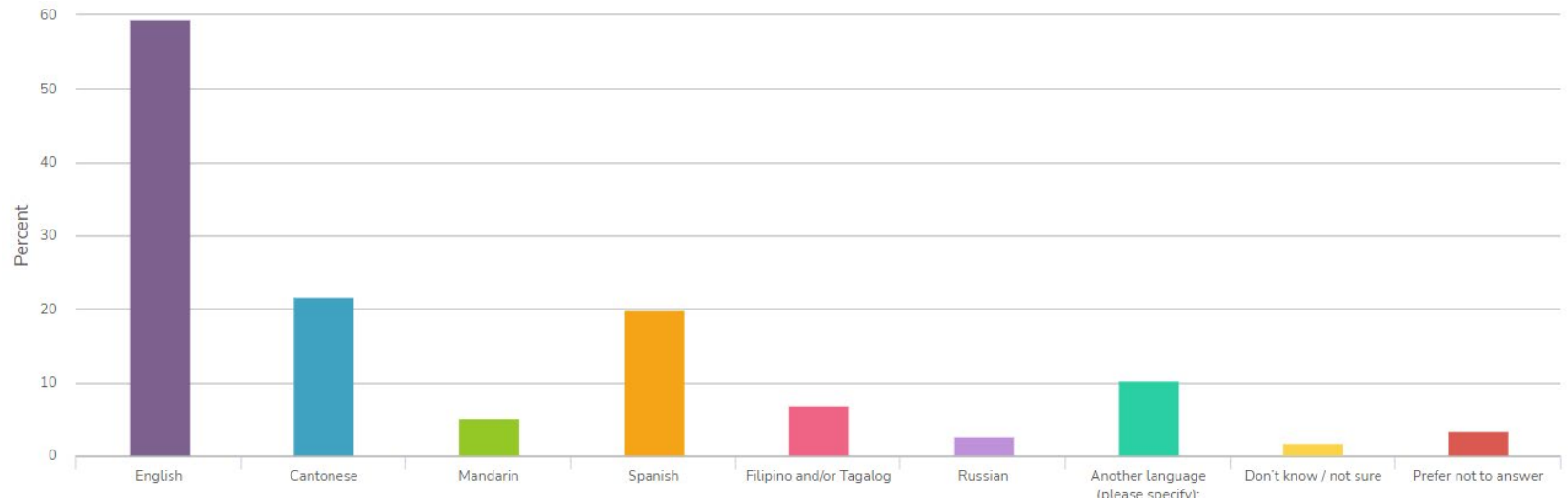
How do you describe your gender identity? (Select all that apply)



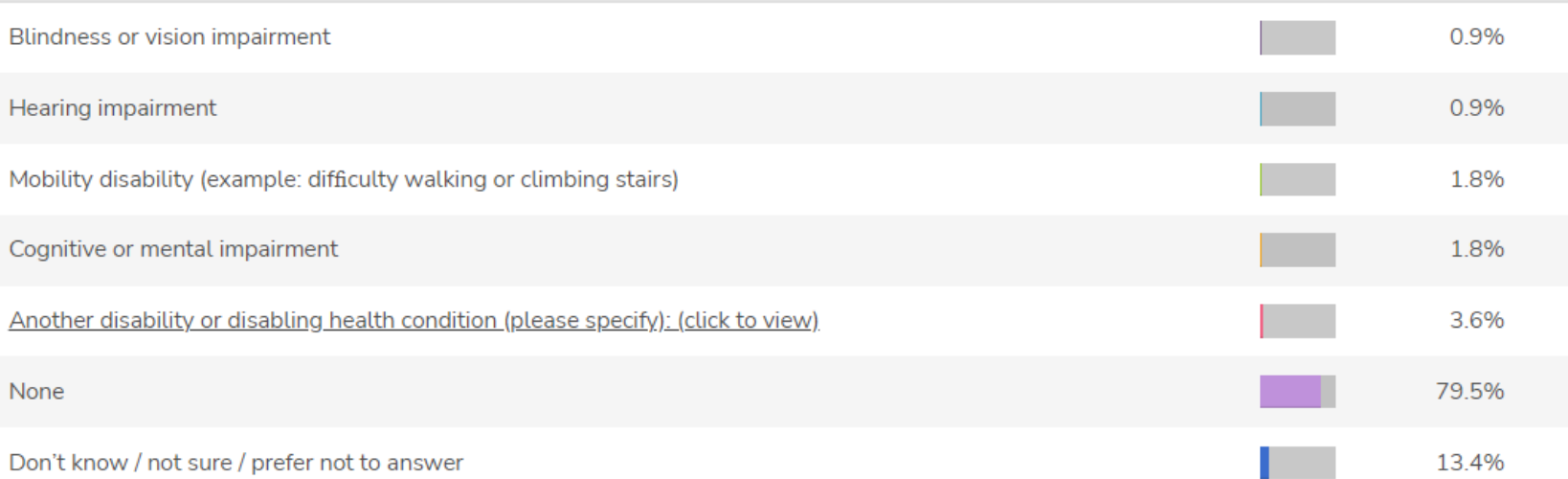
With what race and/or ethnicity do you identify? (Select all that apply)



Please select all languages that you speak at home. (Select all that apply)



Do any of the following disabilities currently affect your daily life? (Select all that apply)



What is the total annual income (before taxes) of everyone in your household?

