2022 Muni Service Network Survey Report

Overall Response Results

Survey Completion Rate
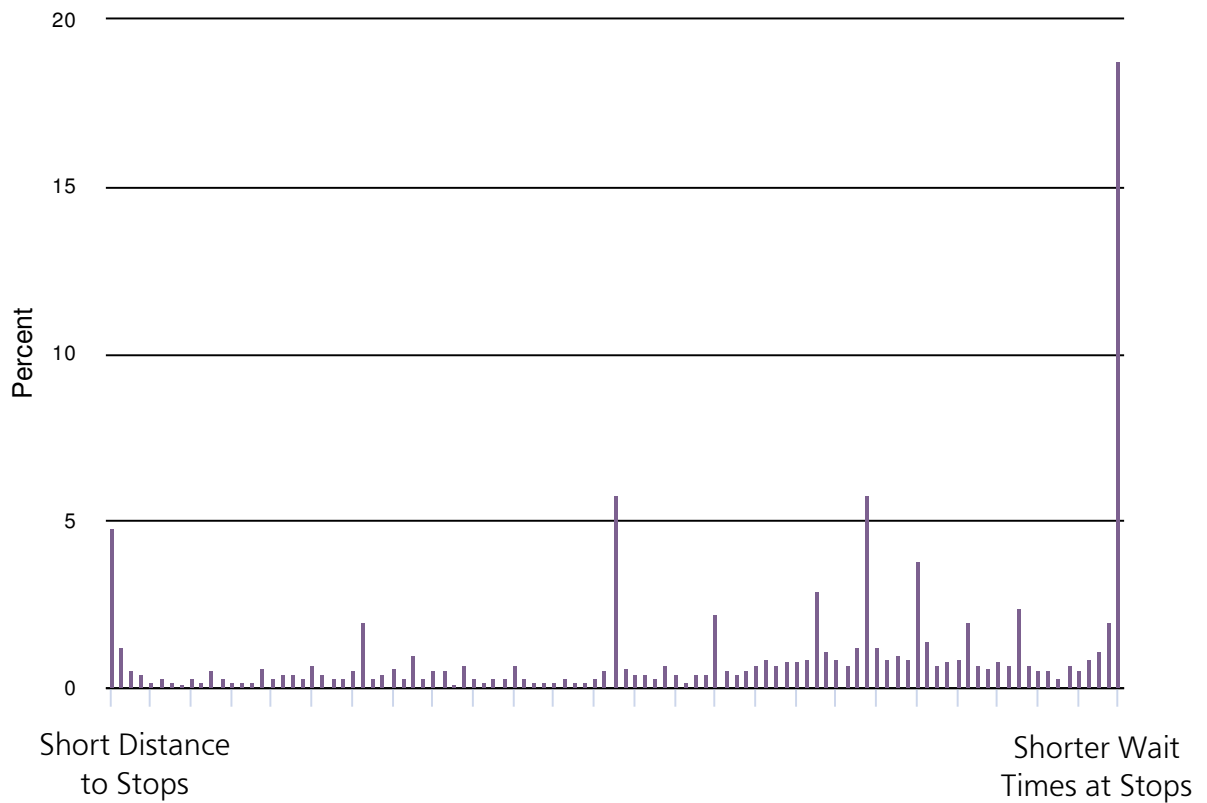
88.2%		
Complete		4,611
Partial		616

Totals: 5,227

Survey Questions

1. What is more important to you?

Short Distance to Stops — Shorter Wait Times at Stops

Q1 Statistics

Average	65.8
StdDev	30.9
Total Responses	5163

By Most Preferred Alternative

Segment	Average	StdDev	Total Responses
Familiar Alternative	52.3	33.7	1746
Frequent Alternative	81.1	22.7	1481
Hybrid Alternative	66.9	26.6	1223

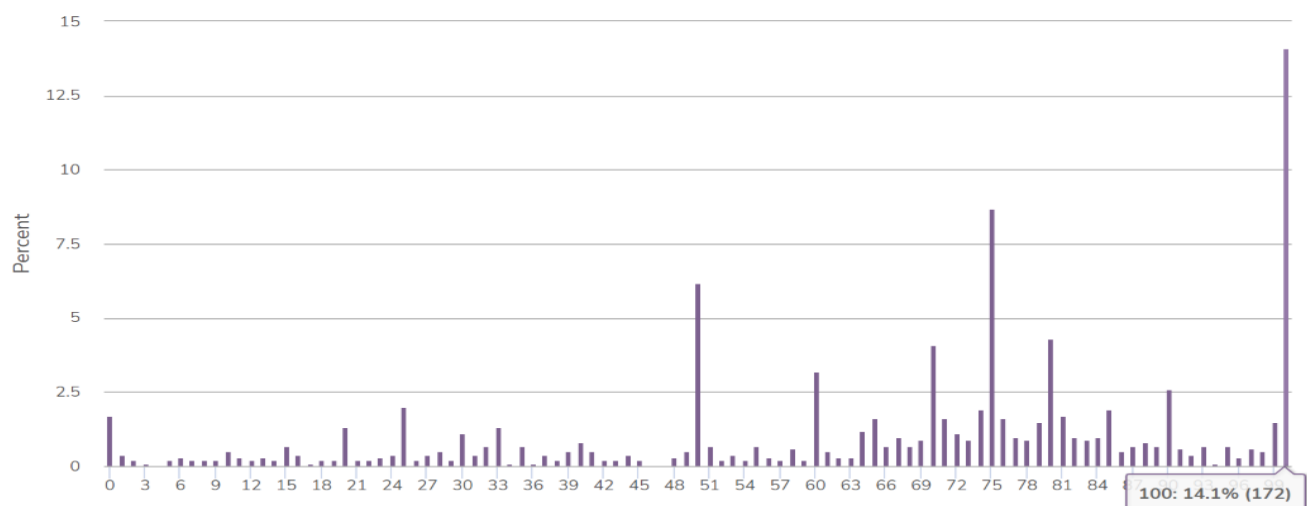0 = Shorter Distance to Stops
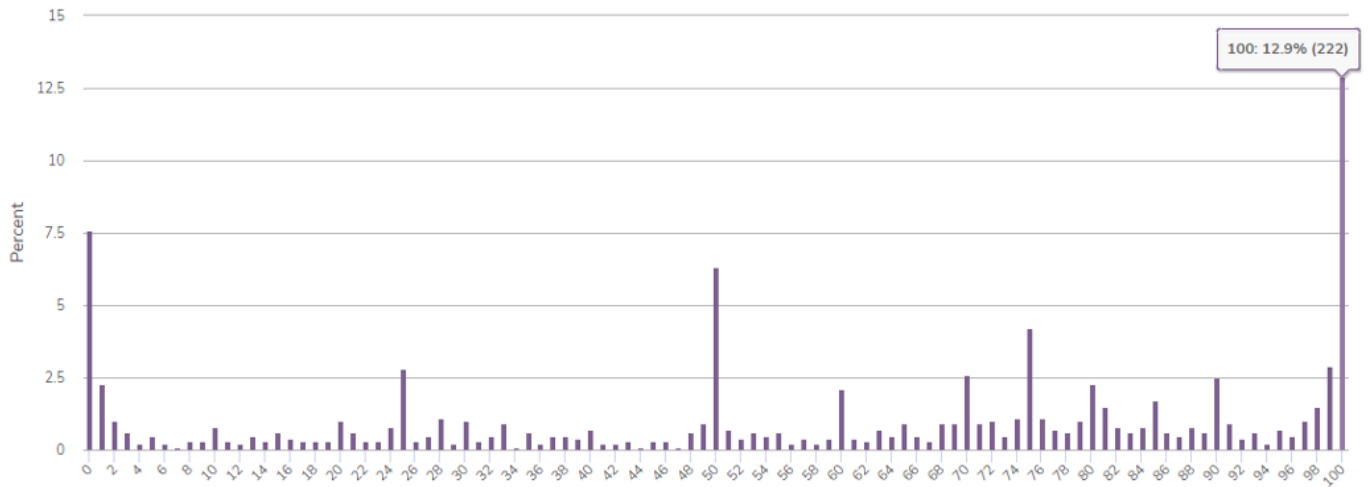100 = Shorter Wait/Travel Times

Familiar

100: 11.5% (201)

Frequent

100: 32.1% (476)

Hybrid

100: 14.1% (172)
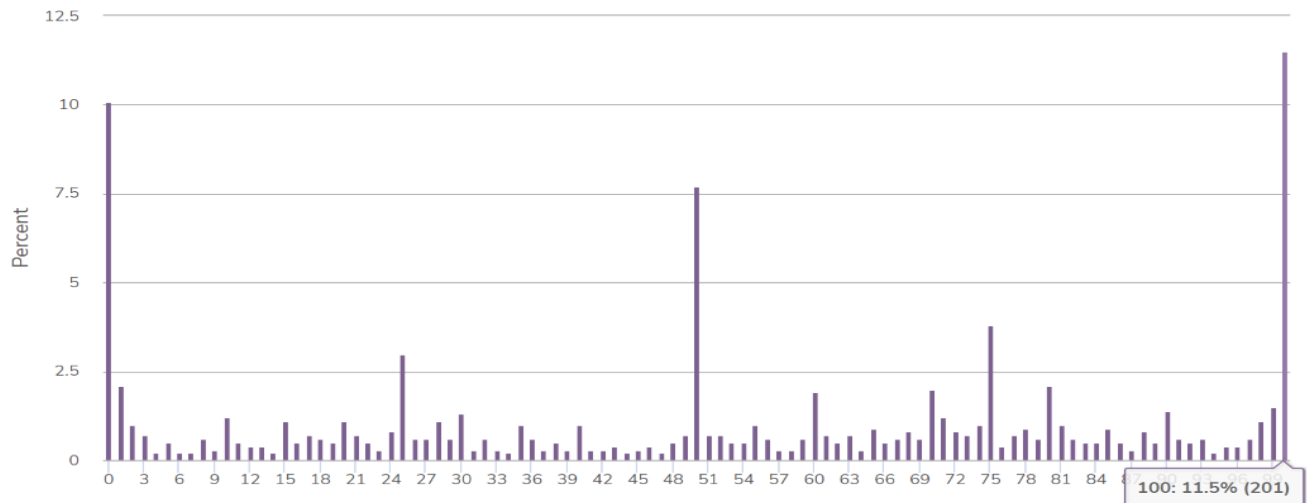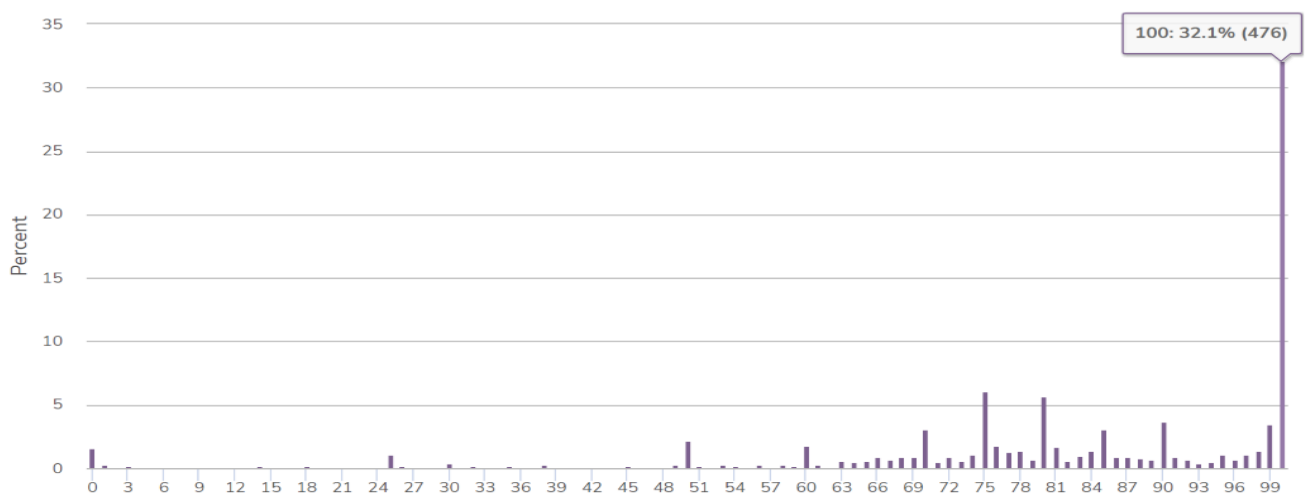
Age 55+

Average	StdDev	Total Responses
58.5	33.5	1717

Mobility Disability

Average	StdDev	Total Responses
45.6	34.7	731
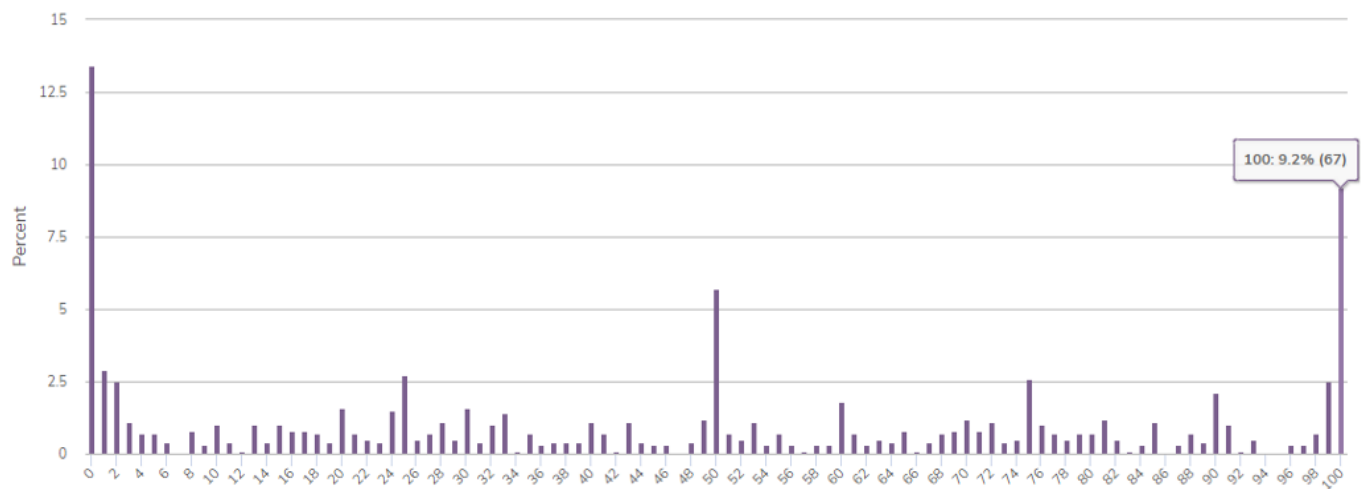
Household Income <$50K

Average	StdDev	Total Responses
58.6	35.7	800

0 = Shorter Distance to Stops
100 = Shorter Wait/Travel Times

100: 19.6% (157)
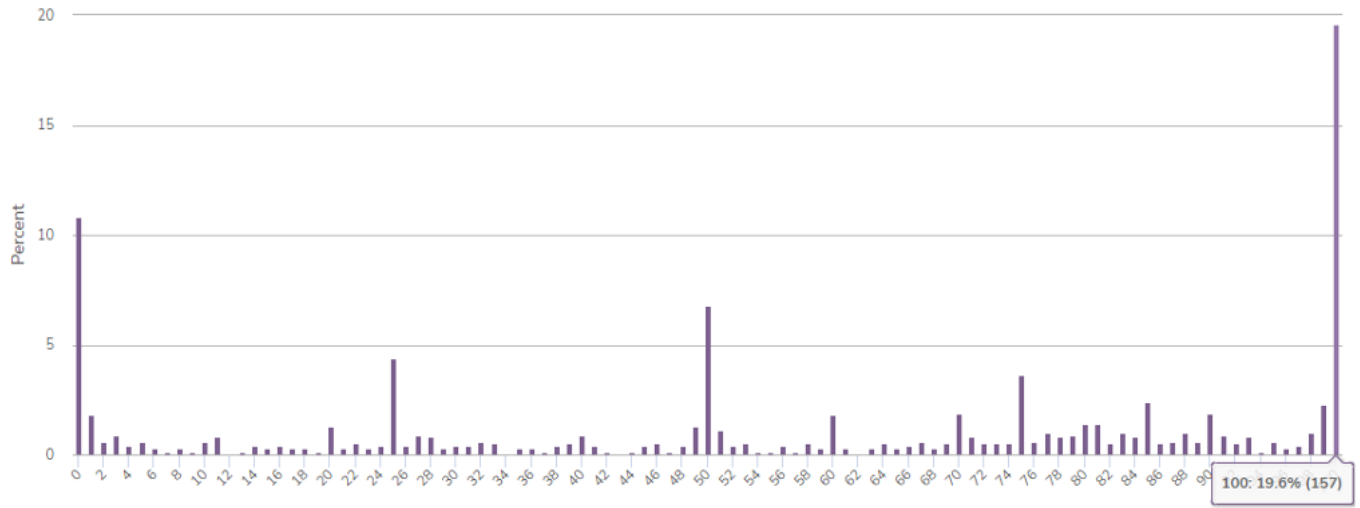
Household Income <$25K

Average	StdDev	Total Responses
54.0	37.5	430

100: 19.1% (82)
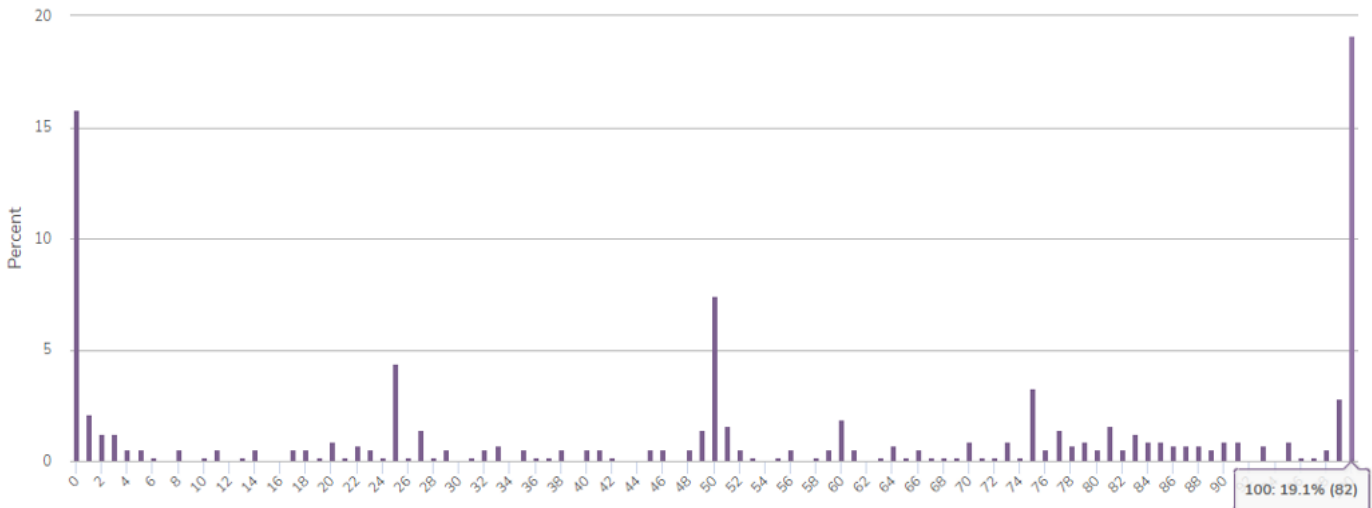
2. Thinking about overall travel time, including walking/rolling to a transit stop, waiting and transit travel time, what is more important to you?

Shorter Distance to Stops — Shorter Overall Travel Time
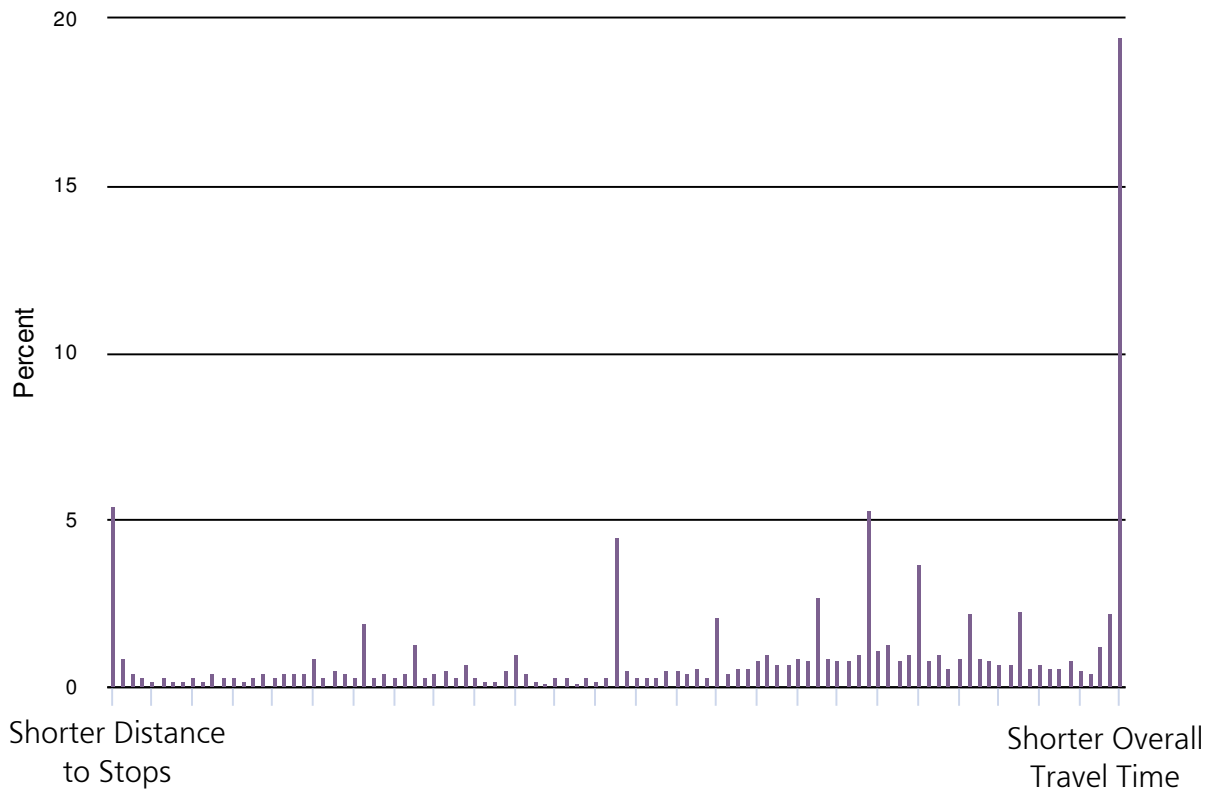
Q2 Statistics

Average	65.7
StdDev	31.4
Total Responses	5157

By Most Preferred Alternative

Segment	Average	StdDev	Total Responses
Familiar Alternative	52.7	33.4	1746
Frequent Alternative	80.4	24.9	1481
Hybrid Alternative	66.8	27.5	1223

0 = Shorter Distance to Stops
100 = Shorter Wait/Travel Times

Familiar

100: 11.7% (205)

Frequent

100: 33.7% (499)

Hybrid

100: 13.9% (170)
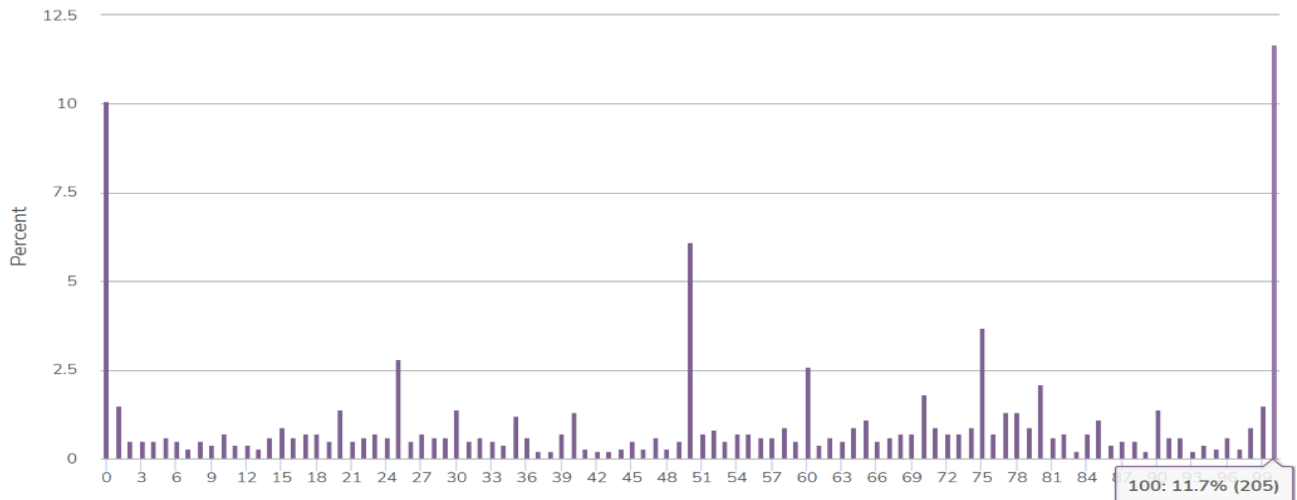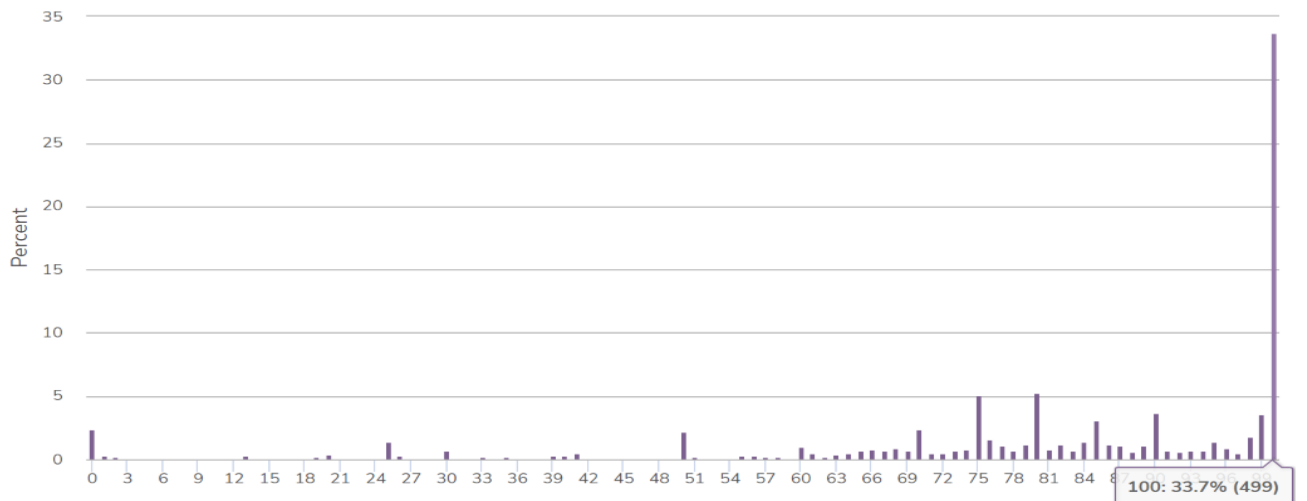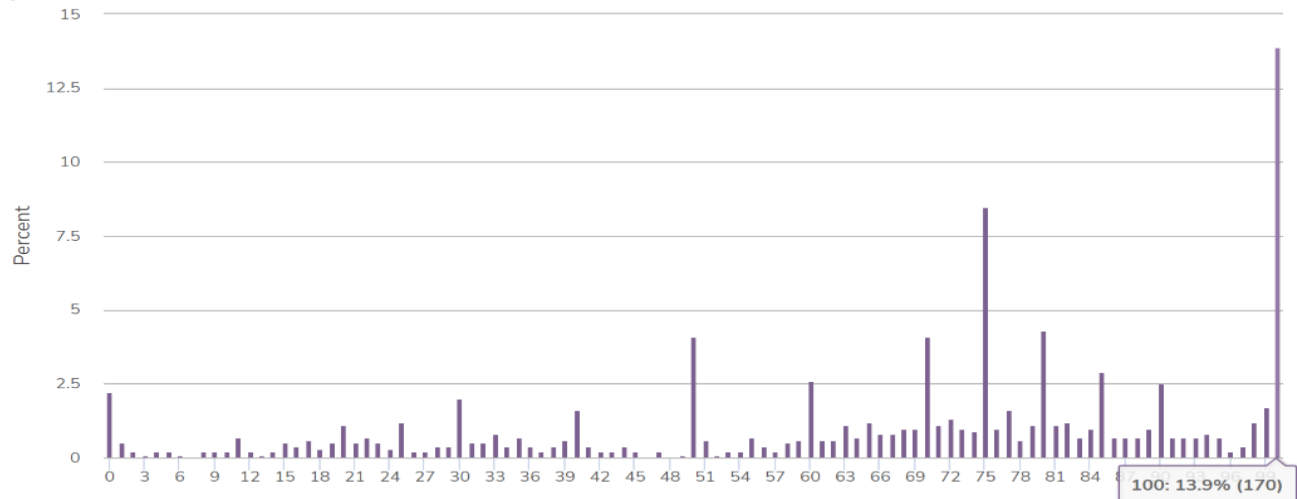
Age 55+

Average	StdDev	Total Responses
56.3	33.7	1717

0 = Shorter Distance to Stops
100 = Shorter Wait/Travel Times

100: 11.7% (201)
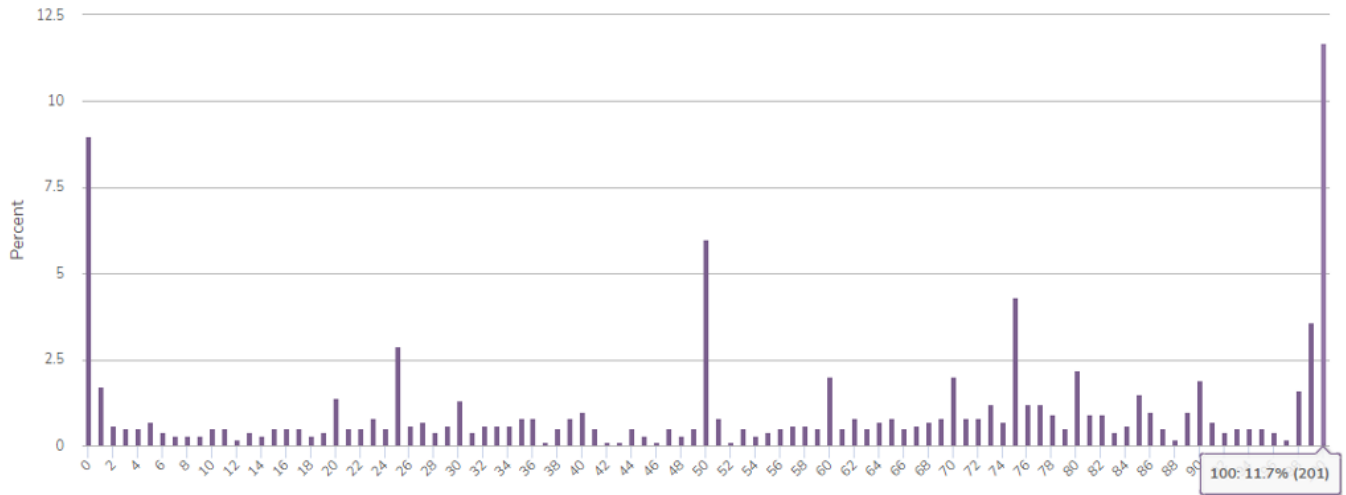
Mobility Disability

Average	StdDev	Total Responses
42.9	34.4	731

100: 7.7% (56)
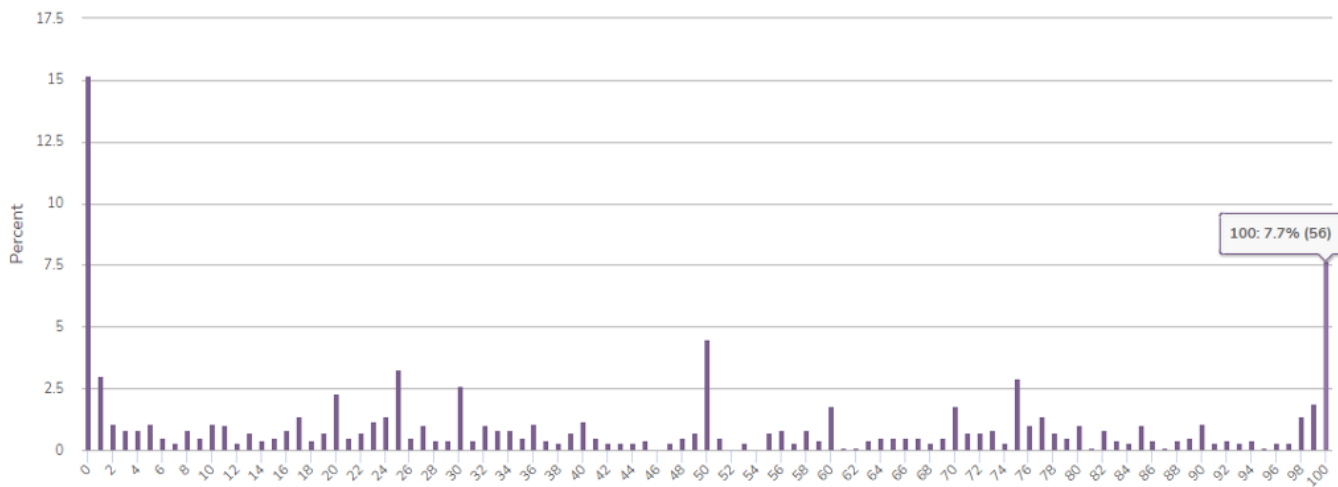
Household Income <$50K

Average	StdDev	Total Responses
56.3	35.7	800

0 = Shorter Distance to Stops
100 = Shorter Wait/Travel Times

100: 17.5% (140)
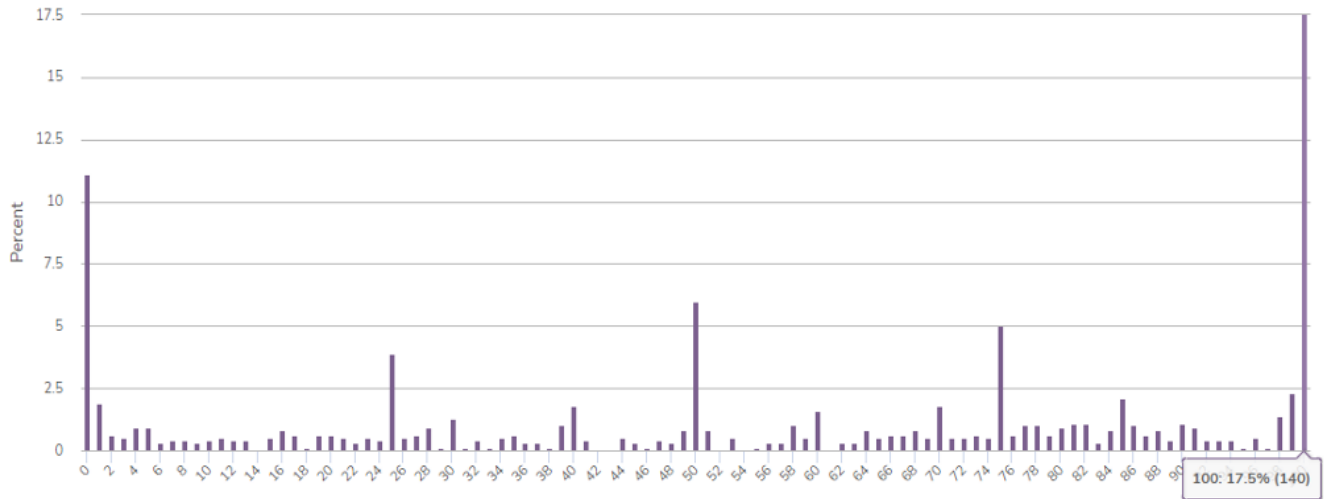
Household Income <$25K

Average	StdDev	Total Responses
50.9	37.0	430
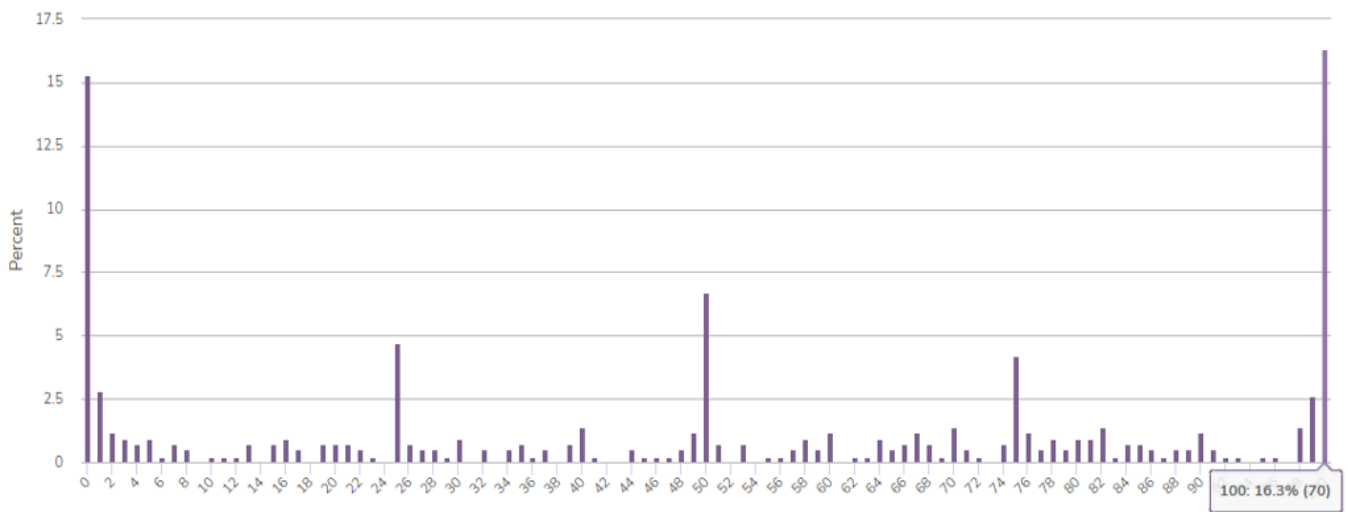
100: 16.3% (70)

3. Thinking about the three alternatives, which of the three do you prefer the most?

5% Don't know / not sure

26% Hybrid Alternative

37% Familiar Alternative

32% Frequent Alternative

Q3 Value		Percent	Responses
Familiar Alternative		37.2%	1,746
Frequent Alternative		31.6%	1,481
Hybrid Alternative		26.1%	1,223
Don't know / not sure		5.1%	240

Totals: 4,690

4. Thinking about the three alternatives, which of the three do you prefer the least?

19% Don't know / not sure

30% Familiar Alternative

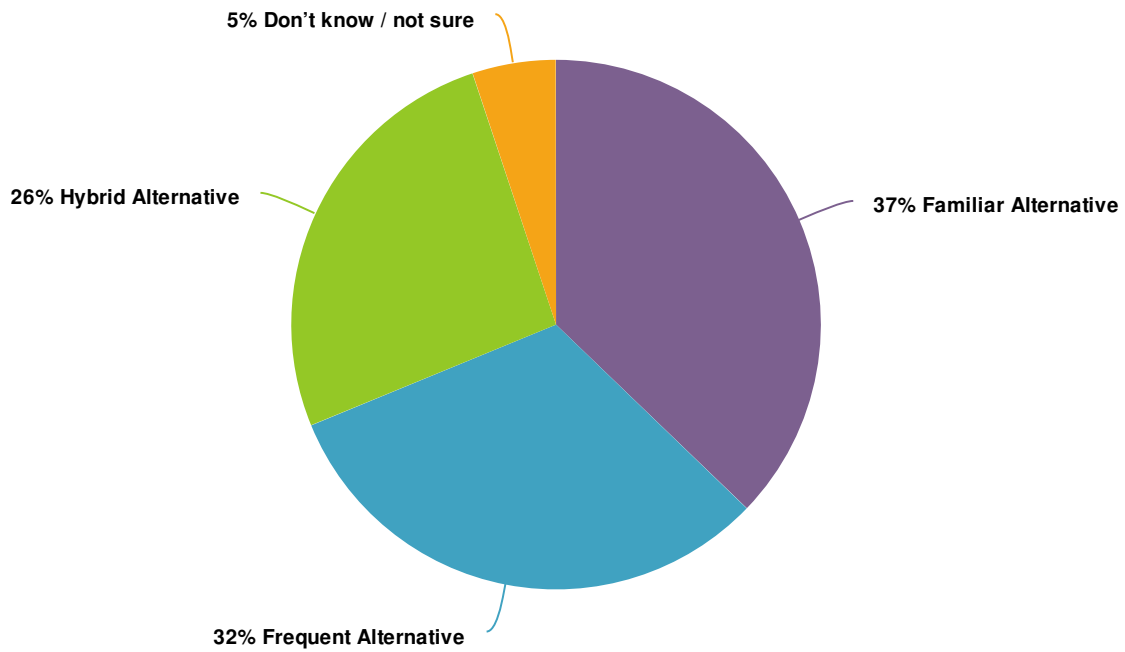**15% Hybrid Alternative**

35% Frequent Alternative
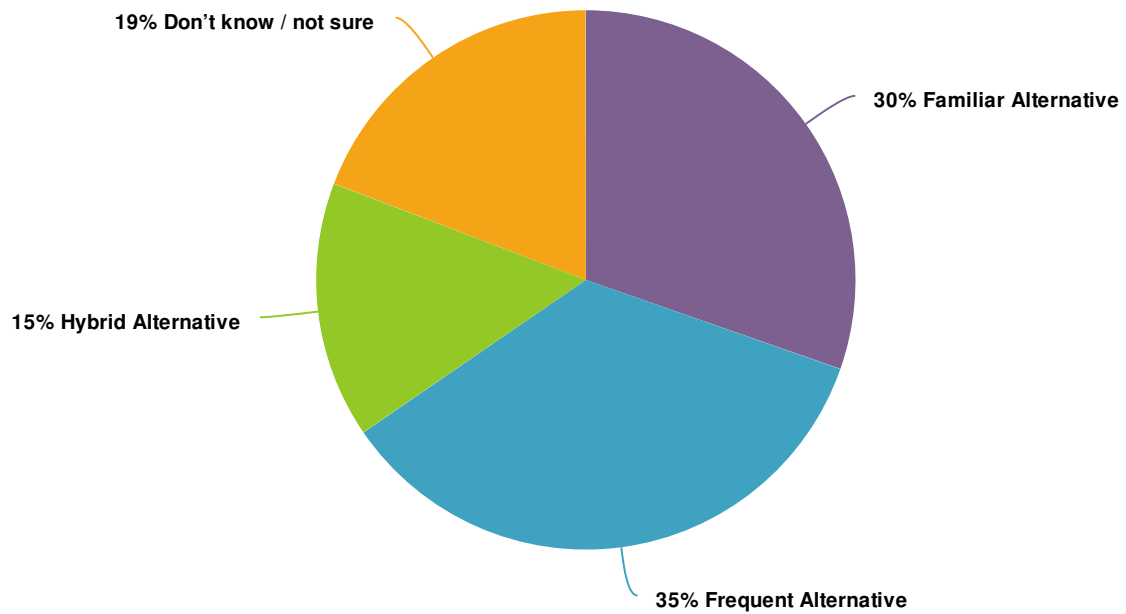
Q4 Value		Percent	Responses
Familiar Alternative		30.4%	1,426
Frequent Alternative		35.1%	1,644
Hybrid Alternative		15.4%	721
Don't know / not sure		19.2%	898

Totals: 4,689

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

3% Don't know / not sure

4% A few times per year or less

11% A few times per month

33% A few times per week
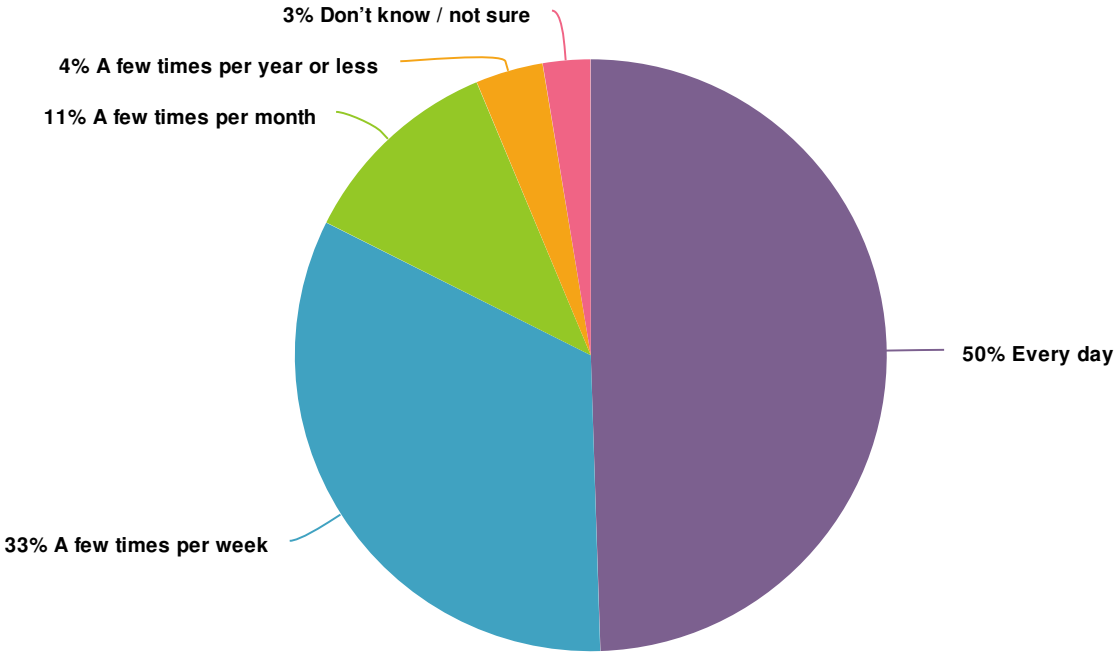
50% Every day

Q5 Value		Percent	Responses
Every day		49.5%	2,323
A few times per week		32.9%	1,543
A few times per month		11.3%	530
A few times per year or less		3.7%	174
Don't know / not sure		2.6%	120

Totals: 4,690

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

2% Don't know / not sure

17% Not at all

15% Every day

15% A few times per year or less

27% A few times per week

25% A few times per month
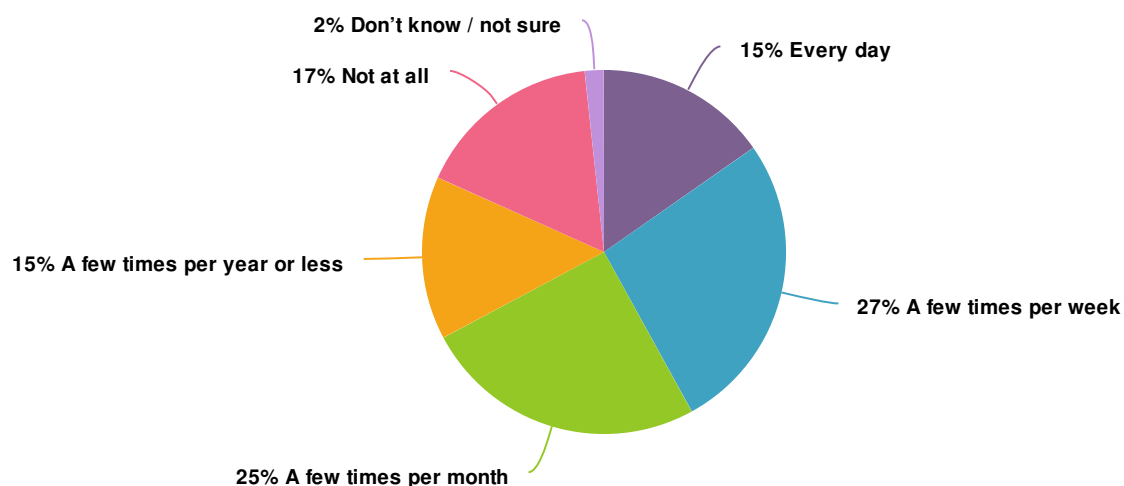
Q6 Value		Percent	Responses
Every day		15.3%	718
A few times per week		26.7%	1,251
A few times per month		25.2%	1,183
A few times per year or less		14.5%	679
Not at all		16.6%	779
Don't know / not sure		1.7%	80

Totals: 4,690

7. Which Muni routes do you use most often now and/or did you use most often pre-pandemic? Check all that apply.
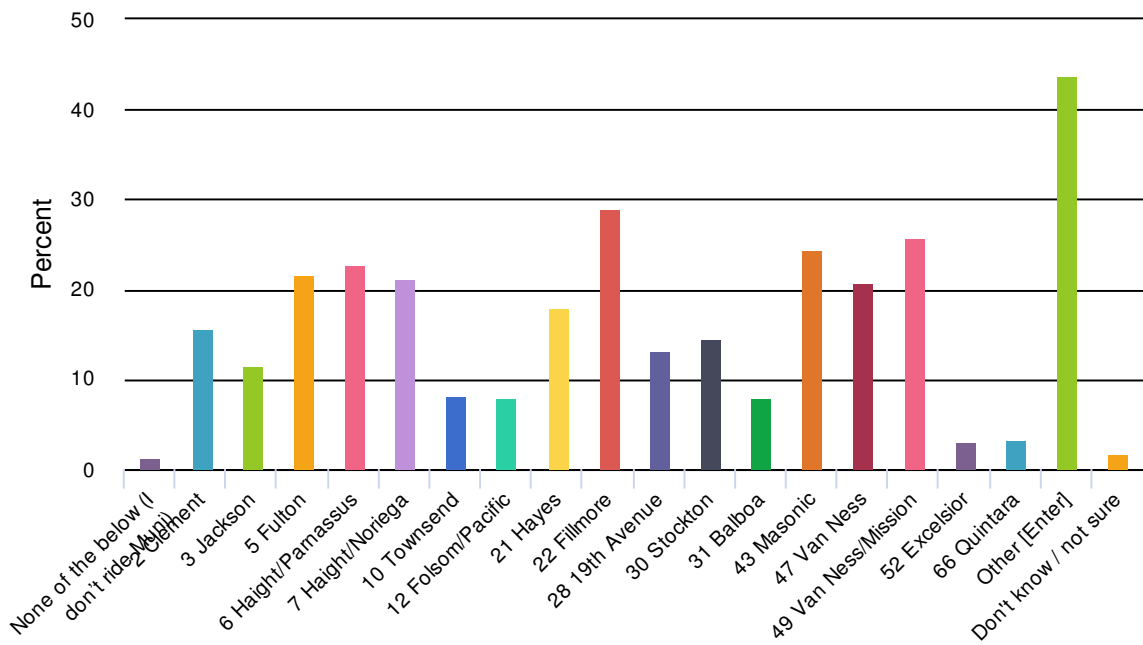
Q7 Statistics

Average	17.7
StdDev	18.3
Total Responses	4691

Q7 Value		Percent	Responses
None of the below (I don't ride Muni)		1.3%	60
2 Clement		15.6%	731
3 Jackson		11.5%	541
5 Fulton		21.7%	1,019
6 Haight/Parnassus		22.8%	1,069
7 Haight/Noriega		21.3%	1,000
10 Townsend		8.2%	387
12 Folsom/Pacific		8.1%	382
21 Hayes		17.9%	840
22 Fillmore		29.1%	1,365
28 19th Avenue		13.2%	620
30 Stockton		14.5%	682
31 Balboa		8.0%	374
43 Masonic		24.5%	1,151
47 Van Ness		20.7%	969
49 Van Ness/Mission		25.8%	1,212
52 Excelsior		3.0%	139
66 Quintara		3.2%	151
Other [Enter]		43.8%	2,056
Don't know / not sure		1.7%	80

8. Would you like to receive emails or text message updates about the 2022 Muni Service Network?
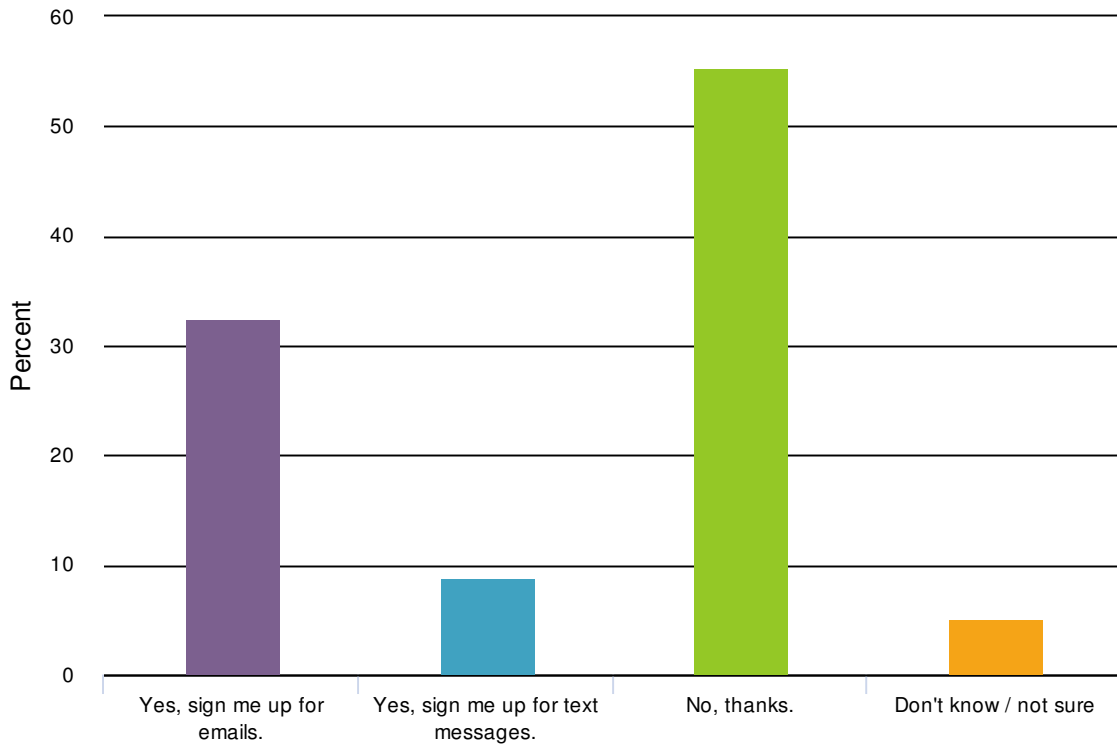
Q8 Value		Percent	Responses
Yes, sign me up for emails.		32.5%	1,489
Yes, sign me up for text messages.		8.9%	409
No, thanks.		55.4%	2,539
Don't know / not sure		5.1%	235

9. What is your zip code?
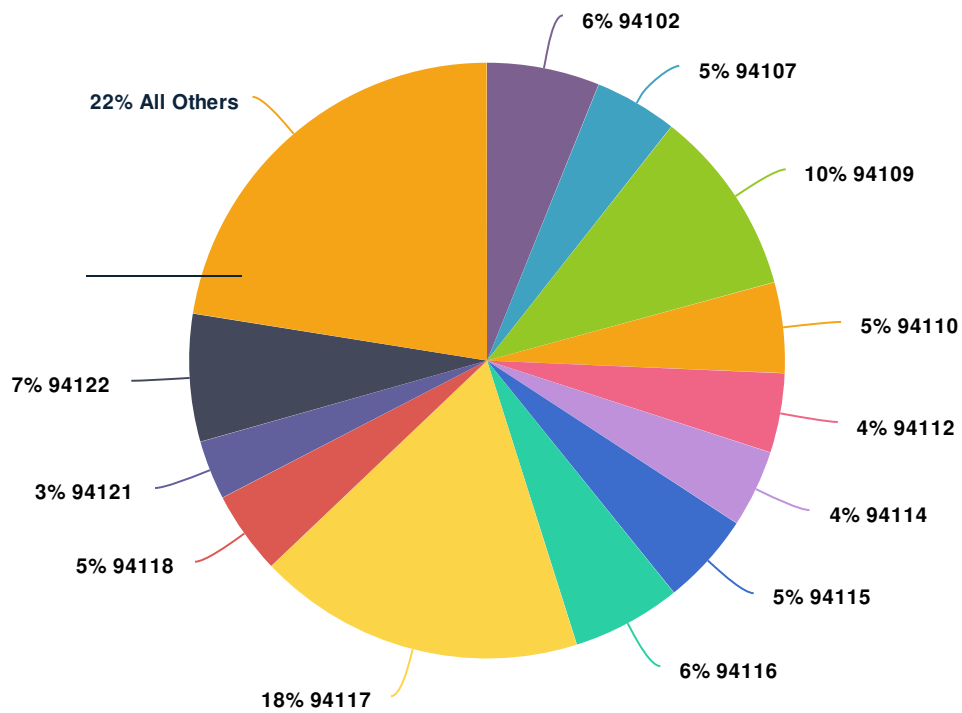
Q9 Value		Percent	Responses
94102		6.1%	284
94107		4.5%	213
94109		10.1%	473
94110		4.9%	231
94112		4.3%	203
94114		4.2%	199
94115		5.0%	235
94116		5.9%	279

Totals: 4,691

Q9 Value Continued		Percent	Responses
94117		17.7%	830
94118		4.5%	213
94121		3.2%	151
94122		6.9%	322
94103		2.8%	132
94104		0.2%	9
94105		1.4%	67
94108		1.2%	56
94111		0.3%	15
94123		2.0%	94
94124		0.9%	43
94127		2.0%	93
94129		0.3%	15
94130		0.1%	4
94131		2.5%	119
94132		1.5%	71
94133		1.7%	79
94134		1.8%	84
94151		0.0%	2
94158		0.4%	21
94177		0.0%	2
Other		2.5%	115
Don't know / not sure		0.8%	37

Totals: 4,691

10. What is your age?
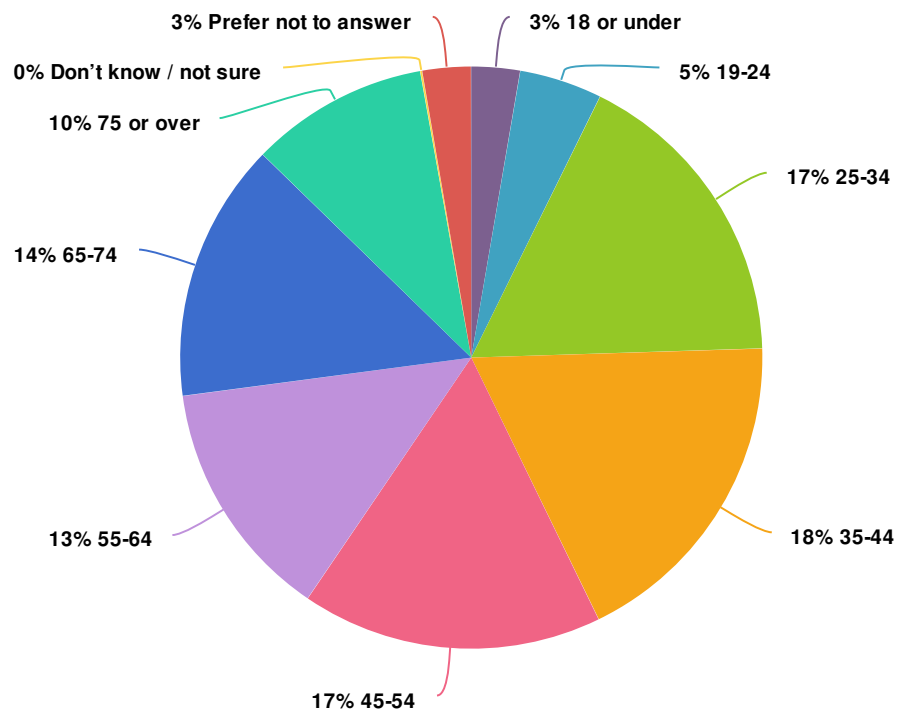
Q10 Value		Percent	Responses
18 or under		2.7%	123
19-24		4.6%	209
25-34		17.2%	784
35-44		18.3%	831
45-54		16.7%	758
55-64		13.4%	610
65-74		14.4%	655
75 or over		9.9%	452
Don't know / not sure		0.1%	6
Prefer not to answer		2.7%	124

Totals: 4,552

Q10 Statistics

Average	43.7
StdDev	18.8
Total Responses	4552

11. How do you describe your gender identity? (Select all that apply)
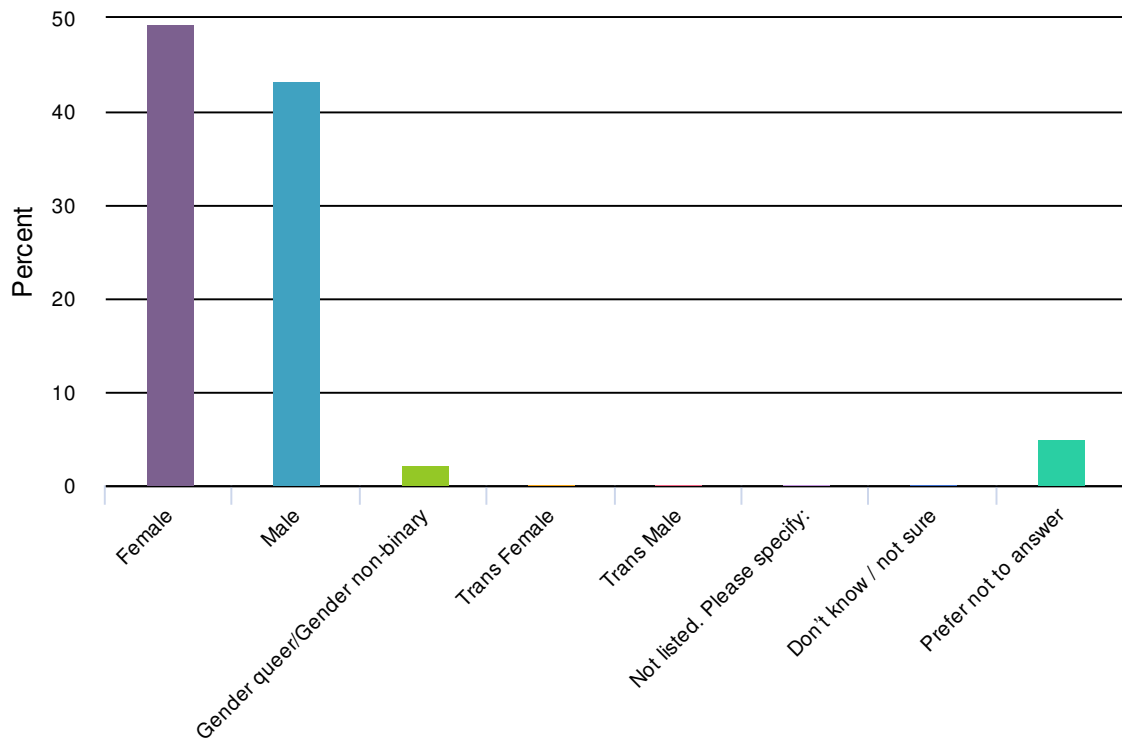
Q11 Value		Percent	Responses
Female		49.3%	2,233
Male		43.3%	1,960
Gender queer/Gender non-binary		2.3%	103
Trans Female		0.2%	9
Trans Male		0.3%	13
Not listed. Please specify:		0.2%	10
Don't know / not sure		0.3%	12
Prefer not to answer		5.0%	228

12. With what race and/or ethnicity do you identify? (Select all that apply)
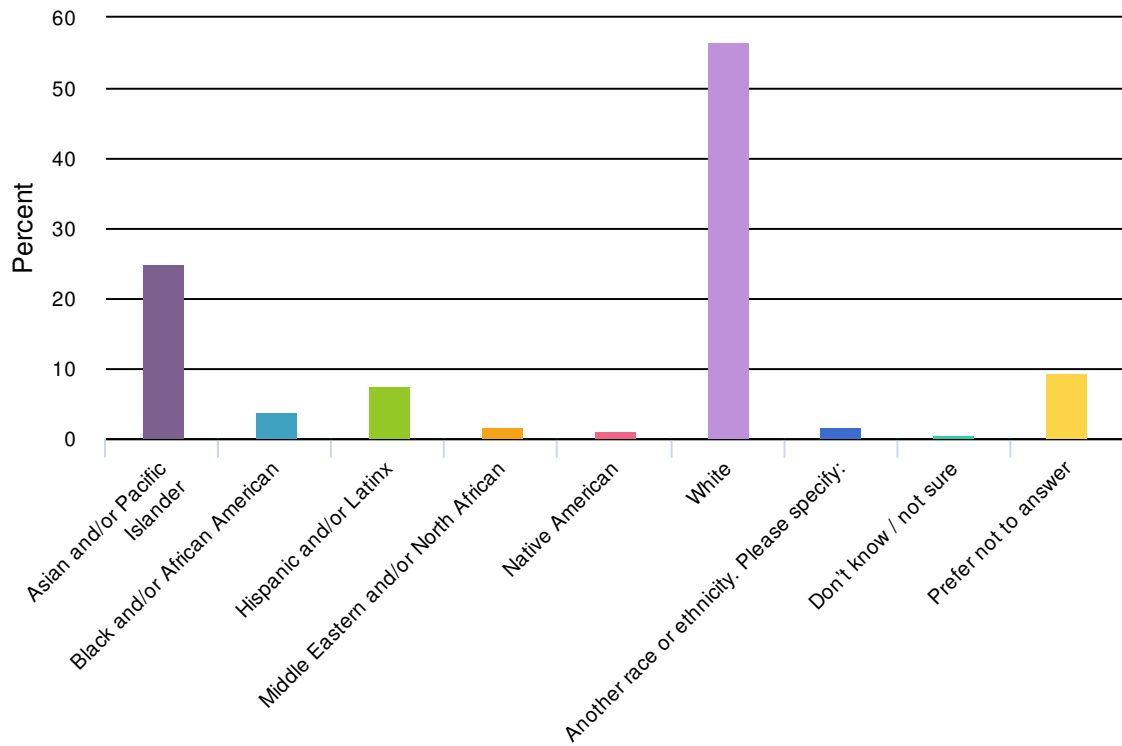
Q12 Value		Percent	Responses
Asian and/or Pacific Islander		25.0%	1,126
Black and/or African American		4.0%	182
Hispanic and/or Latinx		7.5%	337
Middle Eastern and/or North African		1.6%	74
Native American		1.2%	55
White		56.6%	2,548
Another race or ethnicity. Please specify:		1.6%	72
Don't know / not sure		0.5%	21
Prefer not to answer		9.5%	426

Q12 Statistics

Total Responses	4505

13. Please select all languages that you speak at home. (Select all that apply)
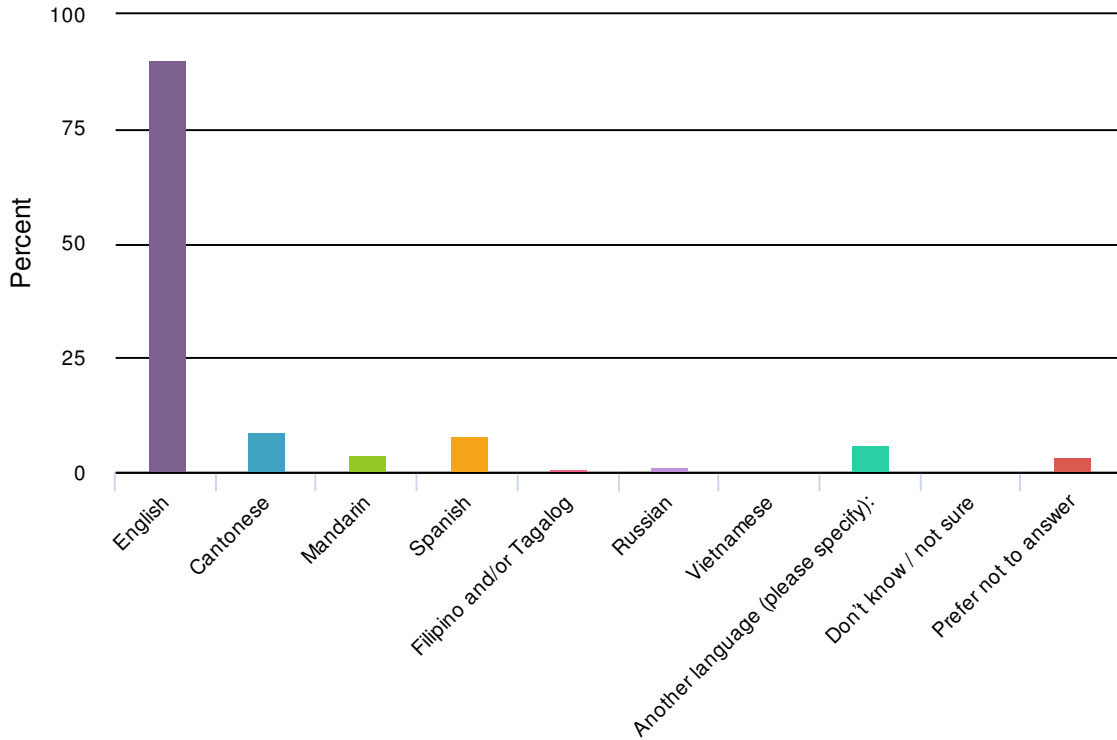
Q13 Value		Percent	Responses
English		90.3%	4,088
Cantonese		9.1%	414
Mandarin		3.9%	175
Spanish		7.9%	356
Filipino and/or Tagalog		0.9%	39
Russian		1.4%	64
Vietnamese		0.6%	25
Another language (please specify):		6.1%	277
Don't know / not sure		0.1%	4
Prefer not to answer		3.5%	158

Q13 Statistics

Total Responses	4527

14. How well do you speak English?

3% Prefer not to answer
0% Don't know / not sure
2% Not at all
3% Not well
5% Well
88% Very well
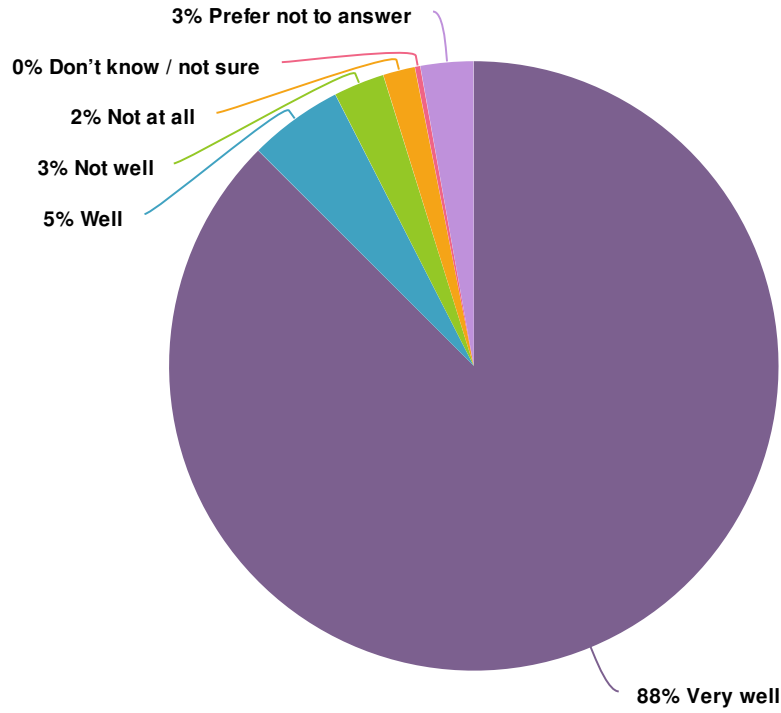
Q14 Value		Percent	Responses
Very well		87.5%	3,956
Well		5.0%	228
Not well		2.7%	123
Not at all		1.7%	75
Don't know / not sure		0.3%	13
Prefer not to answer		2.8%	127

Totals: 4,522

15. Do any of the following disabilities currently affect your daily life? (Select all that apply)
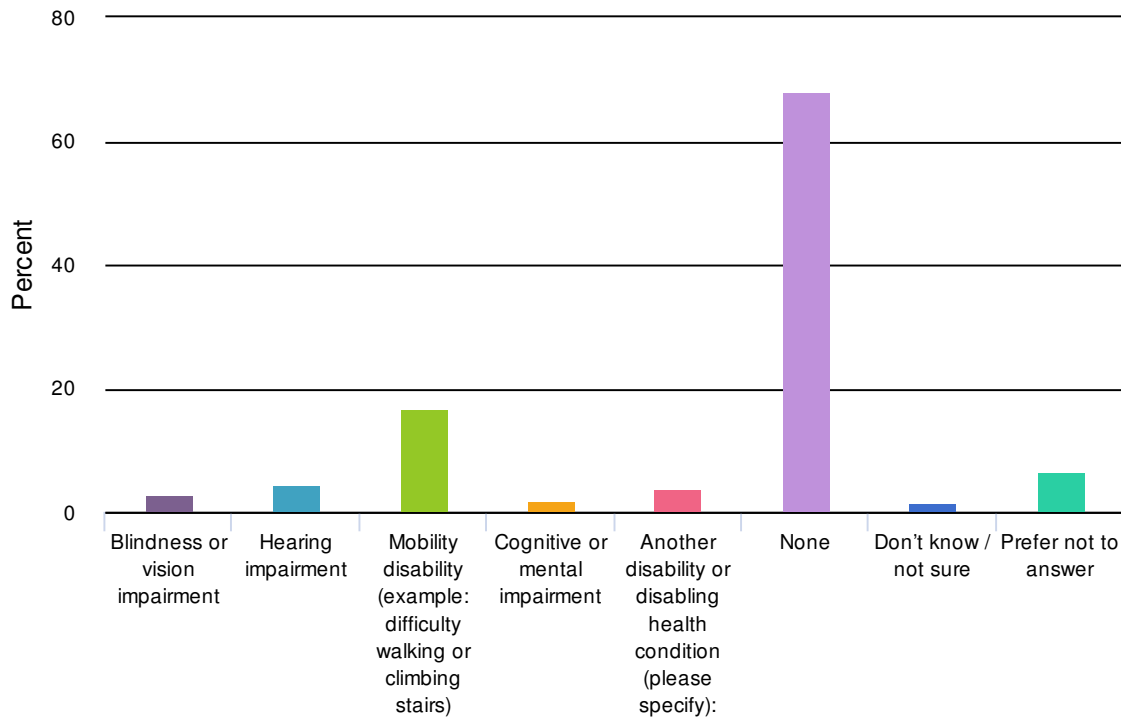
Q15 Value		Percent	Responses
Blindness or vision impairment		2.8%	121
Hearing impairment		4.5%	196
Mobility disability (example: difficulty walking or climbing stairs)		16.6%	731
Cognitive or mental impairment		1.9%	85
Another disability or disabling health condition (please specify):		3.8%	168
None		68.1%	2,996
Don't know / not sure		1.5%	64
Prefer not to answer		6.5%	285

Statistics

Total Responses	4398

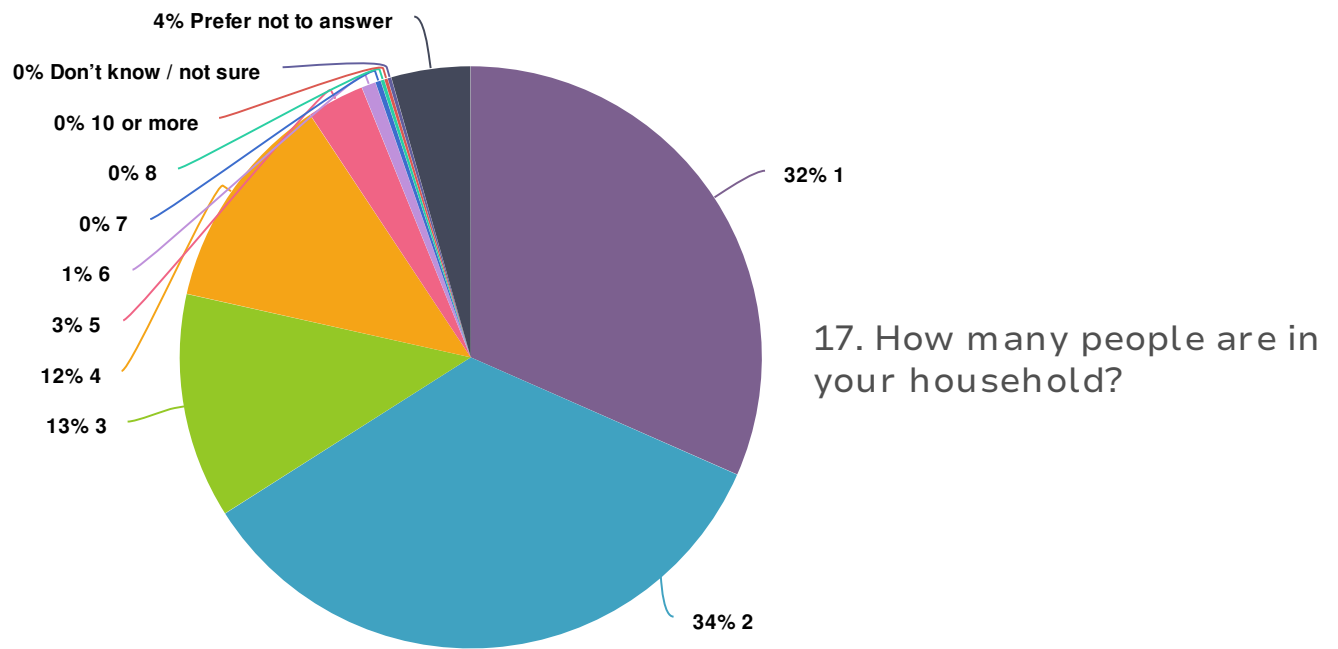## 16. What is the total annual income (before taxes) of everyone in your household?

4% Less than $10,000
6% $10,000 to $24,999
8% $25,000 to $49,999
10% $50,000 to $74,999
9% $75,000 to $99,999
8% $100,000 to $124,999
5% $125,000 to $149,999
5% $150,000 to $174,999
4% $175,000 to $199,999
17% $200,000 or more
3% Don't know / not sure
21% Prefer not to answer
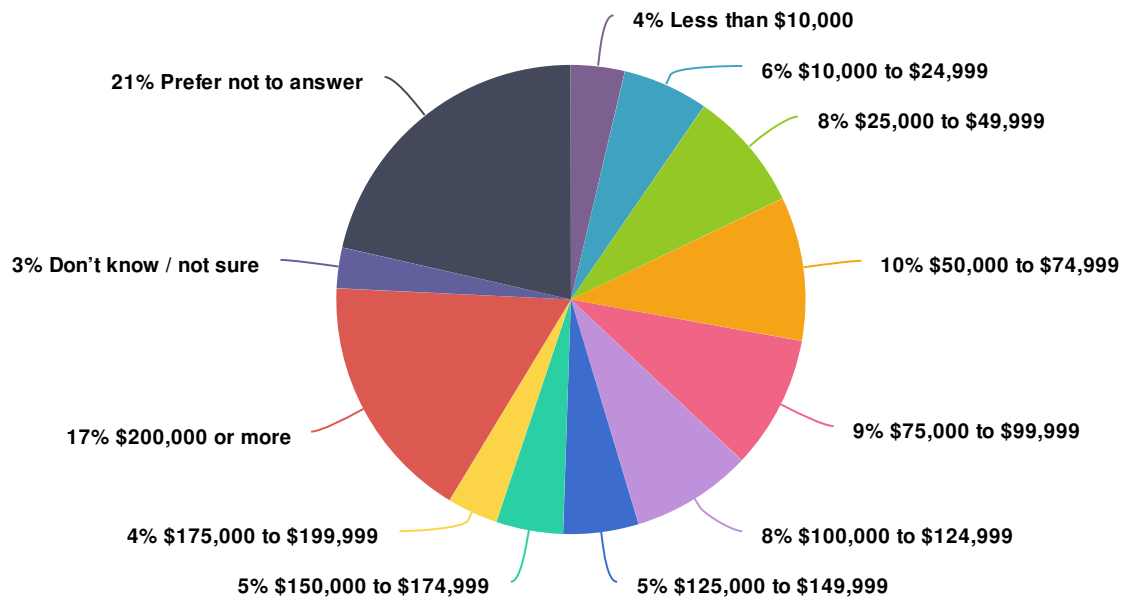
Q16 Value		Percent	Responses
Less than $10,000		3.7%	165
$10,000 to $24,999		5.9%	265
$25,000 to $49,999		8.3%	370
$50,000 to $74,999		9.9%	442
$75,000 to $99,999		9.2%	412
$100,000 to $124,999		8.3%	371
$125,000 to $149,999		5.2%	232
$150,000 to $174,999		4.6%	207
$175,000 to $199,999		3.5%	155
$200,000 or more		17.1%	763
Don't know / not sure		2.8%	125
Prefer not to answer		21.4%	956

Totals: 4,463

4% Prefer not to answer

0% Don't know / not sure

0% 10 or more

0% 8

0% 7

1% 6

3% 5

12% 4

13% 3

32% 1

34% 2

17. How many people are in your household?

Q17 Value		Percent	Responses
1		31.6%	1,425
2		34.4%	1,550
3		12.5%	562
4		12.2%	551
5		3.2%	145
6		0.8%	37
7		0.3%	15
8		0.2%	7
9		0.0%	2
10 or more		0.2%	9
Don't know / not sure		0.2%	10
Prefer not to answer		4.4%	197

Totals: 4,510

Q17 Statistics

Average	2.2
StdDev	1.2
Total Responses	4294

18. Have you experienced job loss or a reduction in income due to changes related to the pandemic?

8% Prefer not to answer

2% Don't know / not sure

27% Yes

63% No
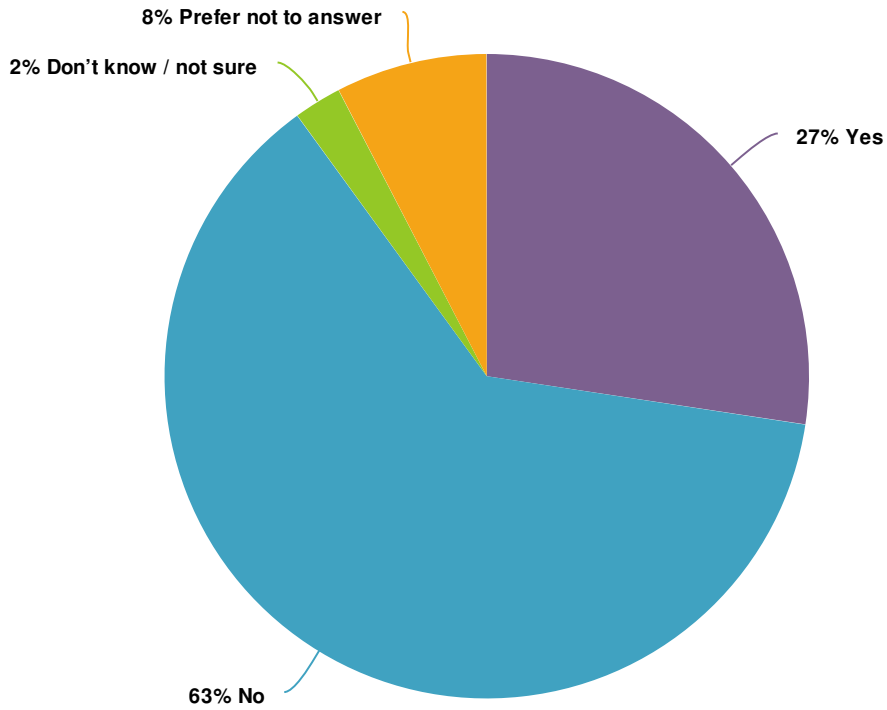
Value		Percent	Responses
Yes		27.4%	1,233
No		62.6%	2,823
Don't know / not sure		2.4%	108
Prefer not to answer		7.6%	342

Totals: 4,506

19. Do you or someone in your household own a car that is used for transportation in San Francisco?

4% Prefer not to answer

2% Not applicable / Don't know / not sure

39% No

56% Yes
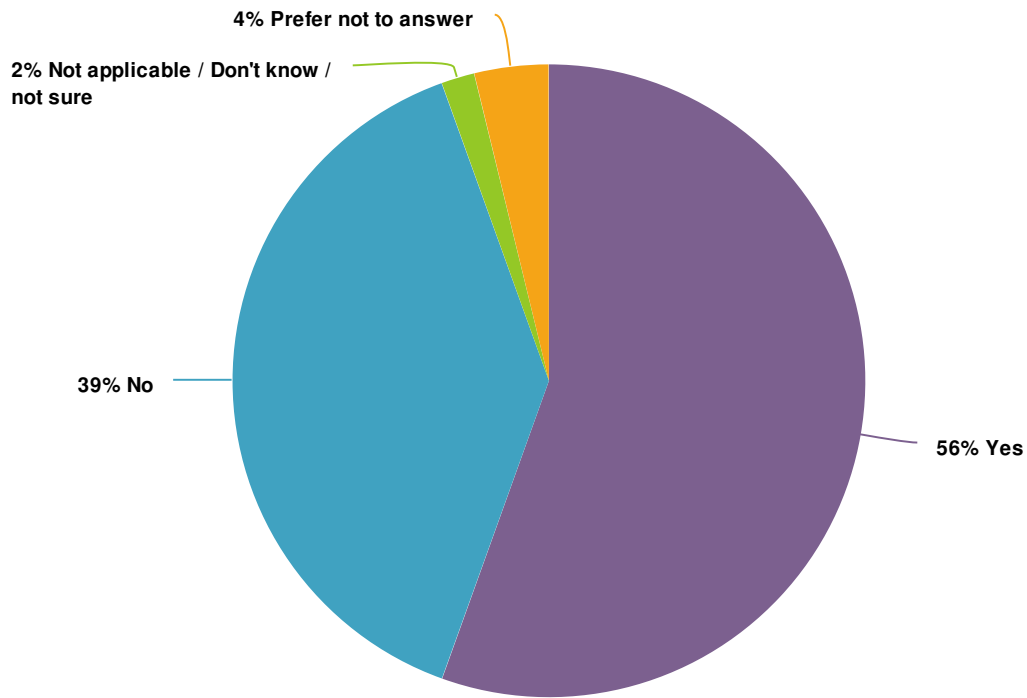
Value		Percent	Responses
Yes		55.5%	2,512
No		39.0%	1,767
Not applicable / Don't know / not sure		1.7%	77
Prefer not to answer		3.8%	173

Totals: 4,529