RIDERSHIP SURVEY 2021
prepared for S.F. MUNICIPAL TRANSPORTATION AGENCY

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RIDERSHIP SURVEY 2021

Before the pandemic, how often did you ride Muni? (All Respondents)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Respondents	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5 days a week or more (6 days a week)	160	160				34	43	16	40	21	61	56	22	152	7	1	73	20	40	24	45	35	34	20
	38.7%	100.0%				87.2%	65.2%	39.0%	29.6%	52.5%	35.5%	47.5%	51.2%	38.7%	70.0%	10.0%	70.2%	27.8%	38.1%	26.4%	45.0%	41.2%	41.0%	40.8%
Several times a week (3 days a week)	101		101			2	21	19	39	11	48	32	10	95	1	5	19	23	39	34	25	17	18	7
	24.5%		100.0%			5.1%	31.8%	46.3%	28.9%	27.5%	27.9%	27.1%	23.3%	24.2%	10.0%	50.0%	18.3%	31.9%	37.1%	37.4%	25.0%	20.0%	21.7%	14.3%
About once a week (1 day a week)	39			39		1	1	5	20	4	22	9	4	39			3	14	10	6	13	11	6	2
	9.4%			100.0%		2.6%	1.5%	12.2%	14.8%	10.0%	12.8%	7.6%	9.3%	9.9%			2.9%	19.4%	9.5%	6.6%	13.0%	12.9%	7.2%	4.1%
2 to 3 times a month (0.6 days a week)	28				28			1	17	2	15	10	1	25	1	2	5	8	5	4	9	4	5	5
	6.8%				40.0%			2.4%	12.6%	5.0%	8.7%	8.5%	2.3%	6.4%	10.0%	20.0%	4.8%	11.1%	4.8%	4.4%	9.0%	4.7%	6.0%	10.2%
About once a month (0.25 days a week)	15				15				11	2	7	3	3	15				3	8	3	1	7	4	
	3.6%				21.4%				8.1%	5.0%	4.1%	2.5%	7.0%	3.8%				4.2%	7.6%	3.3%	1.0%	8.2%	4.8%	
Less than once a month (0.1 days a week)	27				27		1		6		16	8	2	27			2	3	2	9	4	4	5	5
	6.5%				38.6%		1.5%		4.4%		9.3%	6.8%	4.7%	6.9%			1.9%	4.2%	1.9%	9.9%	4.0%	4.7%	6.0%	10.2%
Did not ride at all (0 days a week)	43					2			2		3		1	40	1	2	2	1	1	11	3	7	11	10
	10.4%					5.1%			1.5%		1.7%		2.3%	10.2%	10.0%	20.0%	1.9%	1.4%	1.0%	12.1%	3.0%	8.2%	13.3%	20.4%
Average (Mean) Days per Week	3.58	6.00	3.00	1.00	0.33	5.70	4.88	3.87	2.94	4.12	3.22	3.80	3.99	3.56	5.07	2.78	4.91	2.94	3.58	3.20	3.75	3.55	3.73	3.76

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Before the pandemic, how often did you ride Muni? (All Respondents)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	160	8	27	82	43	56	55	28	7	16	19	25	20	80	69	90	1
	38.7%	44.4%	31.8%	49.1%	30.1%	47.5%	34.8%	31.8%	31.8%	59.3%	47.5%	52.1%	33.9%	33.5%	37.9%	40.2%	14.3%
Several times a week (3 days a week)	101	4	14	36	47	28	42	23	4	5	8	10	13	65	46	54	1
	24.5%	22.2%	16.5%	21.6%	32.9%	23.7%	26.6%	26.1%	18.2%	18.5%	20.0%	20.8%	22.0%	27.2%	25.3%	24.1%	14.3%
About once a week (1 day a week)	39	1	6	9	23	12	20	6	1		5	4	3	27	13	26	
	9.4%	5.6%	7.1%	5.4%	16.1%	10.2%	12.7%	6.8%	4.5%		12.5%	8.3%	5.1%	11.3%	7.1%	11.6%	
2 to 3 times a month (0.6 days a week)	28	1	7	10	10	7	10	8		2	2	4	5	15	10	16	2
	6.8%	5.6%	8.2%	6.0%	7.0%	5.9%	6.3%	9.1%		7.4%	5.0%	8.3%	8.5%	6.3%	5.5%	7.1%	28.6%
About once a month (0.25 days a week)	15		5	5	5	3	6	6			1	1	4	9	9	6	
	3.6%		5.9%	3.0%	3.5%	2.5%	3.8%	6.8%			2.5%	2.1%	6.8%	3.8%	4.9%	2.7%	
Less than once a month (0.1 days a week)	27	2	10	10	5	4	12	8	2	1			5	21	13	14	
	6.5%	11.1%	11.8%	6.0%	3.5%	3.4%	7.6%	9.1%	9.1%	3.7%			8.5%	8.8%	7.1%	6.3%	
Did not ride at all (0 days a week)	43	2	16	15	10	8	13	9	8	3	5	4	9	22	22	18	3
	10.4%	11.1%	18.8%	9.0%	7.0%	6.8%	8.2%	10.2%	36.4%	11.1%	12.5%	8.3%	15.3%	9.2%	12.1%	8.0%	42.9%
Average (Mean) Days per Week	3.58	3.86	3.14	4.06	3.23	3.98	3.34	3.17	3.94	4.68	4.13	4.24	3.33	3.30	3.59	3.59	2.55

COREY, CANAPARY & GALANIS RESEARCH

Table Q1-Riders

RIDERSHIP SURVEY 2021

Before the pandemic, how often did you ride Muni? (Riders Only)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Rode before Pandemic/Have ridden since start	374	160	101	39	70	39	66	41	135	40	172	118	43	357	9	8	104	72	105	82	97	78	73	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	160	160		-	-	34	43	16	40	21	61	56	22	152	7	1	73	20	40	24	45	35	34	20
	42.8%	100.0%				87.2%	65.2%	39.0%	29.6%	52.5%	35.5%	47.5%	51.2%	42.6%	77.8%	12.5%	70.2%	27.8%	38.1%	29.3%	46.4%	44.9%	46.6%	51.3%
Several times a week (3 days a week)	101	-	101	-	-	2	21	19	39	11	48	32	10	95	1	5	19	23	39	34	25	17	18	7
	27.0%		100.0%			5.1%	31.8%	46.3%	28.9%	27.5%	27.9%	27.1%	23.3%	26.6%	11.1%	62.5%	18.3%	31.9%	37.1%	41.5%	25.8%	21.8%	24.7%	17.9%
About once a week (1 day a week)	39		-	39	-	1	1	5	20	4	22	9	4	39			3	14	10	6	13	11	6	2
	10.4%			100.0%		2.6%	1.5%	12.2%	14.8%	10.0%	12.8%	7.6%	9.3%	10.9%			2.9%	19.4%	9.5%	7.3%	13.4%	14.1%	8.2%	5.1%
2 to 3 times a month (0.6 days a week)	28	-	-	-	28			1	17	2	15	10	1	25	1	2	5	8	5	4	9	4	5	5
	7.5%				40.0%			2.4%	12.6%	5.0%	8.7%	8.5%	2.3%	7.0%	11.1%	25.0%	4.8%	11.1%	4.8%	4.9%	9.3%	5.1%	6.8%	12.8%
About once a month(0.25 days a week)	15	-	-	-	15	-	-		11	2	7	3	3	15				3	8	3	1	7	4	
	4.0%				21.4%				8.1%	5.0%	4.1%	2.5%	7.0%	4.2%				4.2%	7.6%	3.7%	1.0%	9.0%	5.5%	
Less than once a month (0.1 days a week)	27	-	-	-	27	-	1	-	6		16	8	2	27	-		2	3	2	9	4	4	5	5
	7.2%				38.6%		1.5%		4.4%		9.3%	6.8%	4.7%	7.6%			1.9%	4.2%	1.9%	11.0%	4.1%	5.1%	6.8%	12.8%
Did not ride at all (0 days a week)	4	-	-	-	-	2		-	2		3		1	4			2	1	1	2		-	1	
	1.1%					5.1%			1.5%		1.7%		2.3%	1.1%			1.9%	1.4%	1.0%	2.4%			1.4%	
Average (Mean) Days per Week	3.58	6.00	3.00	1.00	0.33	5.70	4.88	3.87	2.94	4.12	3.22	3.80	3.99	3.56	5.07	2.78	4.91	2.94	3.58	3.20	3.75	3.55	3.73	3.76

COREY, CANAPARY & GALANIS RESEARCH

Table Q1-Riders

RIDERSHIP SURVEY 2021

Before the pandemic, how often did you ride Muni? (Riders Only)

	TOTAL	Q24 AGE 18-24	25-44	45-64	65+	HOUSEHOLD SIZE 1	2	3-4	5 OR MORE	INCOME (IN $1000) <25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	GENDER MALE	FEMALE	OTHER/ BLNK
BASE - Rode before Pandemic/Have ridden since start	374	17	71	153	133	111	147	79	14	24	35	44	51	220	163	207	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	160	8	27	82	43	56	55	28	7	16	19	25	20	80	69	90	1
	42.8%	47.1%	38.0%	53.6%	32.3%	50.5%	37.4%	35.4%	50.0%	66.7%	54.3%	56.8%	39.2%	36.4%	42.3%	43.5%	25.0%
Several times a week (3 days a week)	101	4	14	36	47	28	42	23	4	5	8	10	13	65	46	54	1
	27.0%	23.5%	19.7%	23.5%	35.3%	25.2%	28.6%	29.1%	28.6%	20.8%	22.9%	22.7%	25.5%	29.5%	28.2%	26.1%	25.0%
About once a week (1 day a week)	39	1	6	9	23	12	20	6	1	-	5	4	3	27	13	26	-
	10.4%	5.9%	8.5%	5.9%	17.3%	10.8%	13.6%	7.6%	7.1%		14.3%	9.1%	5.9%	12.3%	8.0%	12.6%	
2 to 3 times a month (0.6 days a week)	28	1	7	10	10	7	10	8	-	2	2	4	5	15	10	16	2
	7.5%	5.9%	9.9%	6.5%	7.5%	6.3%	6.8%	10.1%		8.3%	5.7%	9.1%	9.8%	6.8%	6.1%	7.7%	50.0%
About once a month(0.25 days a week)	15	-	5	5	5	3	6	6		-	-	1	1	4	9	6	
	4.0%		7.0%	3.3%	3.8%	2.7%	4.1%	7.6%				2.9%	2.3%	7.8%	4.1%	5.5%	2.9%	
Less than once a month (0.1 days a week)	27	2	10	10	5	4	12	8	2	1	-	-	5	21	13	14	-
	7.2%	11.8%	14.1%	6.5%	3.8%	3.6%	8.2%	10.1%	14.3%	4.2%			9.8%	9.5%	8.0%	6.8%	
Did not ride at all (0 days a week)	4	1	2	1		1	2	-	-		-	-	1	3	3	1	-
	1.1%	5.9%	2.8%	0.7%		0.9%	1.4%						2.0%	1.4%	1.8%	0.5%	
Average (Mean) Days per Week	3.58	3.86	3.14	4.06	3.23	3.98	3.34	3.17	3.94	4.68	4.13	4.24	3.33	3.30	3.59	3.59	2.55

COREY, CANAPARY & GALANIS RESEARCH

Table Q1a

RIDERSHIP SURVEY 2021

Which route did you ride most often (before the pandemic)

	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE				ZONE			
	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL.	PERS. BUS.	OTHER		1	2	3	4	5
TOTAL																								

BASE - Rode Muni Before Pandemic
N-Judah
1 California
38 Geary
L-Taraval
Muni Metro line (All/Any/unable to specify)
43 Masonic
14 Mission
28 19th ave
30 Stockton
J-Church
M-Ocean View
22 Fillmore
49 Van Ness - Mission
K Ingleside
5 Fulton
8 Bayshore
29 Sunset
31 Balboa
44 O'Shaughnessy
10 Townsend
27 Bryant
38R Geary Rapid
2 Clement
7 Haight - Noriega
9 San Bruno
21 Hayes
45 Union-Stockton
24 Divisadero
48 Quintara - 24th Street
47 Van Ness
E and F-Market and Wharves
T - Third Street
3 Jackson
12 Folsom - Pacific
1AX / 1BX California A/B Expresses
6 Haight-Parnassus
18 46th Avenue
23 Monterey
33 Ashbury-18th
5R Fulton Rapid
14R Mission Rapid
19 Polk
37 Corbett
7X Noriega Express
31AX / 31BX Balboa A / B Expresses
K/T (Unspecified)
9R San Bruno Rapid
28R 19th Ave Rapid
36 Teresita
38AX / 38BX Geary A / B Expresses
41 Union
52 Excelsior
54 Felton
57 Parkmerced
35 Eureka
66 Quintara
67 Bernal Heights
California Street Cable Car
14X Mission Express
25 Treasure Island
30X Marina Express
58 Lake Merced
Powell-Hyde Street Cable Car
Powell-Mason Street Cable Car
Cable Car (Unspecified)
Don't Know/No answer

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Which route did you ride most often (before the pandemic)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/BLANK
BASE - Rode Muni Before Pandemic																	
N-Judah																	
1 California																	
38 Geary																	
L-Taraval																	
Muni Metro line (All/Any/unable to specify)																	
43 Masonic																	
14 Mission																	
28 19th ave																	
30 Stockton																	
J-Church																	
M-Ocean View																	
22 Fillmore																	
49 Van Ness - Mission																	
K-Ingleside																	
5 Fulton																	
8 Bayshore																	
29 Sunset																	
31 Balboa																	
44 O'Shaughnessy																	
10 Townsend																	
27 Bryant																	
38R Geary Rapid																	
2 Clement																	
7 Haight - Noriega																	
9 San Bruno																	
21 Hayes																	
45 Union-Stockton																	
24 Divisadero																	
48 Quintara - 24th Street																	
47 Van Ness																	
E and F-Market and Wharves																	
T – Third Street																	
3 Jackson																	
12 Folsom - Pacific																	
1AX / 1BX California A/B Expresses																	
6 Haight-Parnassus																	
18 46th Avenue																	
23 Monterey																	
33 Ashbury-18th																	
5R Fulton Rapid																	
14R Mission Rapid																	
19 Polk																	
37 Corbett																	
7X Noriega Express																	
31AX / 31BX Balboa A / B Expresses																	
K/T (Unspecified)																	
9R San Bruno Rapid																	
28R 19th Ave Rapid																	
36 Teresita																	
38AX / 38BX Geary A / B Expresses																	
41 Union																	
52 Excelsior																	
54 Felton																	
57 Parkmerced																	
35 Eureka																	
66 Quintara																	
67 Bernal Heights																	
California Street Cable Car																	
14X Mission Express																	
25 Treasure Island																	
30X Marina Express																	
58 Lake Merced																	
Powell-Hyde Street Cable Car																	
Powell-Mason Street Cable Car																	
Cable Car (Unspecified)																	
Don't Know/No answer																	

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (All Respondents)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Respondents	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5 days a week or more (6 days a week)	39	34	2	1	-	39				3	24	10	2	36	1	2	27	3	9	8	10	8	4	8
	9.4%	21.3%	2.0%	2.6%		100.0%				7.5%	14.0%	8.5%	4.7%	9.2%	10.0%	20.0%	26.0%	4.2%	8.6%	8.8%	10.0%	9.4%	4.8%	16.3%
Several times a week (3 days a week)	66	43	21	1	1		66			12	18	30	6	61	4	1	33	14	19	16	27	4	15	4
	16.0%	26.9%	20.8%	2.6%	1.4%		100.0%			30.0%	10.5%	25.4%	14.0%	15.5%	40.0%	10.0%	31.7%	19.4%	18.1%	17.6%	27.0%	4.7%	18.1%	8.2%
About once a week (1 day a week)	41	16	19	5	1			41		5	26	8	2	41	-	-	11	12	18	10	13	9	6	3
	9.9%	10.0%	18.8%	12.8%	1.4%			100.0%		12.5%	15.1%	6.8%	4.7%	10.4%			10.6%	16.7%	17.1%	11.0%	13.0%	10.6%	7.2%	6.1%
2 to 3 times a month (0.6 days a week)	38	12	18	4	4	-	-	-	38	3	22	10	3	35	-	3	8	10	20	10	7	11	7	2
	9.2%	7.5%	17.8%	10.3%	5.7%				28.1%	7.5%	12.8%	8.5%	7.0%	8.9%		30.0%	7.7%	13.9%	19.0%	11.0%	7.0%	12.9%	8.4%	4.1%
About once a month (0.25 days a week)	20	5	5	6	4	-	-	-	20	3	9	5	3	20	-	-	4	8	8	3	5	9	-	3
	4.8%	3.1%	5.0%	15.4%	5.7%				14.8%	7.5%	5.2%	4.2%	7.0%	5.1%			3.8%	11.1%	7.6%	3.3%	5.0%	10.6%		6.1%
Less than once a month (0.1 days a week)	77	23	16	10	26	-	-	-	77	6	32	24	15	76	1	-	21	25	31	13	20	20	15	8
	18.6%	14.4%	15.8%	25.6%	37.1%				57.0%	15.0%	18.6%	20.3%	34.9%	19.3%	10.0%		20.2%	34.7%	29.5%	14.3%	20.0%	23.5%	18.1%	16.3%
Did not ride at all (0 days a week)	132	27	20	12	34	-	-	-	-	8	41	31	12	124	4	4				31	18	24	36	21
	32.0%	16.9%	19.8%	30.8%	48.6%					20.0%	23.8%	26.3%	27.9%	31.6%	40.0%	40.0%				34.1%	18.0%	28.2%	43.4%	42.9%
Average (Mean) Days per Week	1.81	2.70	1.33	0.70	0.28	6.00	3.00	1.00	0.26	1.94	1.85	1.93	1.16	1.76	3.02	2.80	2.69	1.15	1.39	1.90	1.97	1.31	1.72	2.35

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (All Respondents)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	39	2	11	17	9	16	11	3	4	4	9	7	5	14	26	12	1
	9.4%	11.1%	12.9%	10.2%	6.3%	13.6%	7.0%	3.4%	18.2%	14.8%	22.5%	14.6%	8.5%	5.9%	14.3%	5.4%	14.3%
Several times a week (3 days a week)	66	4	3	29	30	28	23	12	2	8	10	13	7	28	27	39	-
	16.0%	22.2%	3.5%	17.4%	21.0%	23.7%	14.6%	13.6%	9.1%	29.6%	25.0%	27.1%	11.9%	11.7%	14.8%	17.4%	
About once a week (1 day a week)	41	4	4	12	21	19	13	4		2	3	9	8	19	18	23	-
	9.9%	22.2%	4.7%	7.2%	14.7%	16.1%	8.2%	4.5%		7.4%	7.5%	18.8%	13.6%	7.9%	9.9%	10.3%	
2 to 3 times a month (0.6 days a week)	38	-	5	14	19	11	19	5	2	2	4	2	7	23	19	19	-
	9.2%		5.9%	8.4%	13.3%	9.3%	12.0%	5.7%	9.1%	7.4%	10.0%	4.2%	11.9%	9.6%	10.4%	8.5%	
About once a month(0.25 days aweek)	20	-	2	10	8	4	12	3	-	-	1	-	1	18	8	12	-
	4.8%		2.4%	6.0%	5.6%	3.4%	7.6%	3.4%			2.5%		1.7%	7.5%	4.4%	5.4%	
Less than once a month (0.1 days a week)	77	2	17	33	25	13	36	23	2	3	3	4	12	55	31	44	2
	18.6%	11.1%	20.0%	19.8%	17.5%	11.0%	22.8%	26.1%	9.1%	11.1%	7.5%	8.3%	20.3%	23.0%	17.0%	19.6%	28.6%
Did not ride at all (0 days a week)	132	6	43	52	31	27	44	38	12	8	10	13	19	82	53	75	4
	32.0%	33.3%	50.6%	31.1%	21.7%	22.9%	27.8%	43.2%	54.5%	29.6%	25.0%	27.1%	32.2%	34.3%	29.1%	33.5%	57.1%
Average (Mean) Days per Week	1.81	2.35	2.00	1.87	1.62	2.28	1.46	1.28	3.14	2.71	3.00	2.62	1.62	1.34	2.10	1.55	2.07

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (Riders Only)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Rode Muni prior to Pandemic/Current Riders	374	160	101	39	70	39	66	41	135	40	172	118	43	357	9	8	104	72	105	82	97	78	73	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	39	34	2	1	-	39				3	24	10	2	36	1	2	27	3	9	8	10	8	4	8
	10.4%	21.3%	2.0%	2.6%		100.0%				7.5%	14.0%	8.5%	4.7%	10.1%	11.1%	25.0%	26.0%	4.2%	8.6%	9.8%	10.3%	10.3%	5.5%	20.5%
Several times a week (3 days a week)	66	43	21	1	1		66			12	18	30	6	61	4	1	33	14	19	16	27	4	15	4
	17.6%	26.9%	20.8%	2.6%	1.4%		100.0%			30.0%	10.5%	25.4%	14.0%	17.1%	44.4%	12.5%	31.7%	19.4%	18.1%	19.5%	27.8%	5.1%	20.5%	10.3%
About once a week (1 day a week)	41	16	19	5	1			41		5	26	8	2	41			11	12	18	10	13	9	6	3
	11.0%	10.0%	18.8%	12.8%	1.4%			100.0%		12.5%	15.1%	6.8%	4.7%	11.5%			10.6%	16.7%	17.1%	12.2%	13.4%	11.5%	8.2%	7.7%
2 to 3 times a month (0.6 days a week)	38	12	18	4	4				38	3	22	10	3	35		3	8	10	20	10	7	11	7	2
	10.2%	7.5%	17.8%	10.3%	5.7%				28.1%	7.5%	12.8%	8.5%	7.0%	9.8%		37.5%	7.7%	13.9%	19.0%	12.2%	7.2%	14.1%	9.6%	5.1%
About once a month (0.25 days a week)	20	5	5	6	4				20	3	9	5	3	20			4	8	8	3	5	9		3
	5.3%	3.1%	5.0%	15.4%	5.7%				14.8%	7.5%	5.2%	4.2%	7.0%	5.6%			3.8%	11.1%	7.6%	3.7%	5.2%	11.5%		7.7%
Less than once a month (0.1 days a week)	77	23	16	10	26				77	6	32	24	15	76	1		21	25	31	13	20	20	15	8
	20.6%	14.4%	15.8%	25.6%	37.1%				57.0%	15.0%	18.6%	20.3%	34.9%	21.3%	11.1%		20.2%	34.7%	29.5%	15.9%	20.6%	25.6%	20.5%	20.5%
Did not ride at all (0 days a week)	93	27	20	12	34					8	41	31	12	88	3	2				22	15	17	26	11
	24.9%	16.9%	19.8%	30.8%	48.6%					20.0%	23.8%	26.3%	27.9%	24.6%	33.3%	25.0%				26.8%	15.5%	21.8%	35.6%	28.2%
Average (Mean) Days per Week	1.81	2.70	1.33	0.70	0.28	6.00	3.00	1.00	0.26	1.94	1.85	1.93	1.16	1.76	3.02	2.80	2.69	1.15	1.39	1.90	1.97	1.31	1.72	2.35

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (Riders Only)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Rode Muni prior to Pandemic/Current Riders	374	17	71	153	133	111	147	79	14	24	35	44	51	220	163	207	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	39	2	11	17	9	16	11	3	4	4	9	7	5	14	26	12	1
	10.4%	11.8%	15.5%	11.1%	6.8%	14.4%	7.5%	3.8%	28.6%	16.7%	25.7%	15.9%	9.8%	6.4%	16.0%	5.8%	25.0%
Several times a week (3 days a week)	66	4	3	29	30	28	23	12	2	8	10	13	7	28	27	39	-
	17.6%	23.5%	4.2%	19.0%	22.6%	25.2%	15.6%	15.2%	14.3%	33.3%	28.6%	29.5%	13.7%	12.7%	16.6%	18.8%	
About once a week (1 day a week)	41	4	4	12	21	19	13	4		2	3	9	8	19	18	23	-
	11.0%	23.5%	5.6%	7.8%	15.8%	17.1%	8.8%	5.1%		8.3%	8.6%	20.5%	15.7%	8.6%	11.0%	11.1%	
2 to 3 times a month (0.6 days a week)	38	-	5	14	19	11	19	5	2	2	4	2	7	23	19	19	-
	10.2%		7.0%	9.2%	14.3%	9.9%	12.9%	6.3%	14.3%	8.3%	11.4%	4.5%	13.7%	10.5%	11.7%	9.2%	
About once a month(0.25 days a week)	20	-	2	10	8	4	12	3	-	-	1	-	1	18	8	12	-
	5.3%		2.8%	6.5%	6.0%	3.6%	8.2%	3.8%			2.9%		2.0%	8.2%	4.9%	5.8%	
Less than once a month (0.1 days a week)	77	2	17	33	25	13	36	23	2	3	3	4	12	55	31	44	2
	20.6%	11.8%	23.9%	21.6%	18.8%	11.7%	24.5%	29.1%	14.3%	12.5%	8.6%	9.1%	23.5%	25.0%	19.0%	21.3%	50.0%
Did not ride at all (0 days a week)	93	5	29	38	21	20	33	29	4	5	5	9	11	63	34	58	1
	24.9%	29.4%	40.8%	24.8%	15.8%	18.0%	22.4%	36.7%	28.6%	20.8%	14.3%	20.5%	21.6%	28.6%	20.9%	28.0%	25.0%
Average (Mean) Days per Week	1.81	2.35	2.00	1.87	1.62	2.28	1.46	1.28	3.14	2.71	3.00	2.62	1.62	1.34	2.10	1.55	2.07

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (Current Riders Only)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Riders	281	133	81	27	36	39	66	41	135	32	131	87	31	269	6	6	104	72	105	60	82	61	47	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 (6 days a week)	39	34	2	1	-	39	-	-	-	3	24	10	2	36	1	2	27	3	9	8	10	8	4	8
	13.9%	25.6%	2.5%	3.7%		100.0%				9.4%	18.3%	11.5%	6.5%	13.4%	16.7%	33.3%	26.0%	4.2%	8.6%	13.3%	12.2%	13.1%	8.5%	28.6%
Several times a week (3 days a week)	66	43	21	1	1	-	66	-	-	12	18	30	6	61	4	1	33	14	19	16	27	4	15	4
	23.5%	32.3%	25.9%	3.7%	2.8%		100.0%			37.5%	13.7%	34.5%	19.4%	22.7%	66.7%	16.7%	31.7%	19.4%	18.1%	26.7%	32.9%	6.6%	31.9%	14.3%
About once a week (1 day a week)	41	16	19	5	1	-	-	41	-	5	26	8	2	41	-	-	11	12	18	10	13	9	6	3
	14.6%	12.0%	23.5%	18.5%	2.8%			100.0%		15.6%	19.8%	9.2%	6.5%	15.2%			10.6%	16.7%	17.1%	16.7%	15.9%	14.8%	12.8%	10.7%
2 to 3 times a month (0.6 days a week)	38	12	18	4	4	-	-	-	38	3	22	10	3	35	-	3	8	10	20	10	7	11	7	2
	13.5%	9.0%	22.2%	14.8%	11.1%				28.1%	9.4%	16.8%	11.5%	9.7%	13.0%		50.0%	7.7%	13.9%	19.0%	16.7%	8.5%	18.0%	14.9%	7.1%
About once a month(0.25 days a week)	20	5	5	6	4	-	-	-	20	3	9	5	3	20	-	-	4	8	8	3	5	9	-	3
	7.1%	3.8%	6.2%	22.2%	11.1%				14.8%	9.4%	6.9%	5.7%	9.7%	7.4%			3.8%	11.1%	7.6%	5.0%	6.1%	14.8%		10.7%
Less than once a month (0.1 days a week)	77	23	16	10	26	-	-	-	77	6	32	24	15	76	1	-	21	25	31	13	20	20	15	8
	27.4%	17.3%	19.8%	37.0%	72.2%				57.0%	18.8%	24.4%	27.6%	48.4%	28.3%	16.7%		20.2%	34.7%	29.5%	21.7%	24.4%	32.8%	31.9%	28.6%
Average (Mean) Days per Week	1.81	2.70	1.33	0.70	0.28	6.00	3.00	1.00	0.26	1.94	1.85	1.93	1.16	1.76	3.02	2.80	2.69	1.15	1.39	1.90	1.97	1.31	1.72	2.35

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Since the start of the pandemic (March 2020), how often have you ridden Muni? (Current Riders Only)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Current Riders	281	12	42	115	112	91	114	50	10	19	30	35	40	157	129	149	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%	100.0%	100.0%	100.0%
5 days a week or more (6 days a week)	39	2	11	17	9	16	11	3	4	4	9	7	5	14	26	12	1
	13.9%	16.7%	26.2%	14.8%	8.0%	17.6%	9.6%	6.0%	40.0%	21.1%	30.0%	20.0%	12.5%	8.9%	20.2%	8.1%	33.3%
Several times a week (3 days a week)	66	4	3	29	30	28	23	12	2	8	10	13	7	28	27	39	-
	23.5%	33.3%	7.1%	25.2%	26.8%	30.8%	20.2%	24.0%	20.0%	42.1%	33.3%	37.1%	17.5%	17.8%	20.9%	26.2%	
About once a week (1 day a week)	41	4	4	12	21	19	13	4		2	3	9	8	19	18	23	-
	14.6%	33.3%	9.5%	10.4%	18.8%	20.9%	11.4%	8.0%		10.5%	10.0%	25.7%	20.0%	12.1%	14.0%	15.4%	
2 to 3 times a month (0.6 days a week)	38	-	5	14	19	11	19	5	2	2	4	2	7	23	19	19	-
	13.5%		11.9%	12.2%	17.0%	12.1%	16.7%	10.0%	20.0%	10.5%	13.3%	5.7%	17.5%	14.6%	14.7%	12.8%	
About once a month(0.25 days aweek)	20	-	2	10	8	4	12	3		-	1	-	1	18	8	12	-
	7.1%		4.8%	8.7%	7.1%	4.4%	10.5%	6.0%			3.3%		2.5%	11.5%	6.2%	8.1%	
Less than once a month (0.1 days a week)	77	2	17	33	25	13	36	23	2	3	3	4	12	55	31	44	2
	27.4%	16.7%	40.5%	28.7%	22.3%	14.3%	31.6%	46.0%	20.0%	15.8%	10.0%	11.4%	30.0%	35.0%	24.0%	29.5%	66.7%
Average (Mean) Days per Week	1.81	2.35	2.00	1.87	1.62	2.28	1.46	1.28	3.14	2.71	3.00	2.62	1.62	1.34	2.10	1.55	2.07

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Which line or route do you currently ride most often?

The following table gives counts for each cell. Column groups: HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1), HOW OFTEN RIDE MUNI CURRENTLY (Q2), RATING OF MUNI SVC., SURVEY LANGUAGE, TRIP PURPOSE, ZONE.

	TOTAL	Pre Q1 5/+ DAYS/WK	Pre Q1 SEV.TIMES/WK	Pre Q1 ONCE/WK	Pre Q1 3X/MO OR LESS	Curr Q2 5/+ DAYS/WK	Curr Q2 SEV.TIMES/WK	Curr Q2 ONCE/WK	Curr Q2 3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/SCHL	PERS.BUS	OTHER	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5
BASE - Current Muni Riders	276	129	81	27	35	38	63	41	134	29	130	86	31	268	2	6	99	72	105	57	82	61	47	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 California	33	19	8	6		6	9	7	11	6	18	7	2	31		2	10	14	9	2	19	10	1	1
	12.0%	14.7%	9.9%	22.2%		15.8%	14.3%	17.1%	8.2%	20.7%	13.8%	8.1%	6.5%	11.6%		33.3%	10.1%	19.4%	8.6%	3.5%	23.2%	16.4%	2.1%	3.8%
38 Geary	32	13	9	3	7	3	6	6	17	4	21	5	2	31		1	10	14	8	1	14	15	2	
	11.6%	10.1%	11.1%	11.1%	20.0%	7.9%	9.5%	14.6%	12.7%	13.8%	16.2%	5.8%	6.5%	11.6%		16.7%	10.1%	19.4%	7.6%	1.8%	17.1%	24.6%	4.3%	
N-Judah	32	17	6	3	6	5	2	4	21	3	14	10	5	32			11	4	17	3	6	21	1	1
	11.6%	13.2%	7.4%	11.1%	17.1%	13.2%	3.2%	9.8%	15.7%	10.3%	10.8%	11.6%	16.1%	11.9%			11.1%	5.6%	16.2%	5.3%	7.3%	34.4%	2.1%	3.8%
5 Fulton	18	8	7	1	1	1	3	3	11	2	9	6	1	18			5	7	6		9	6	1	
	6.5%	6.2%	8.6%	3.7%	2.9%	2.6%	4.8%	7.3%	8.2%	6.9%	6.9%	7.0%	3.2%	6.7%			5.1%	9.7%	5.7%		11.0%	9.8%	2.1%	
14 Mission	18	9	6		3	5	4	1	8		9	8	1	14	1	3	8	5	5	11	1			6
	6.5%	7.0%	7.4%		8.6%	13.2%	6.3%	2.4%	6.0%		6.9%	9.3%	3.2%	5.2%	50.0%	50.0%	8.1%	6.9%	4.8%	19.3%	1.2%			23.1%
L-Taraval	18	8	6	1	3	1	6	3	8	1	6	7	4	18			8	4	6			3	17	1
	6.5%	6.2%	7.4%	3.7%	8.6%	2.6%	9.5%	7.3%	6.0%	3.4%	4.6%	8.1%	12.9%	6.7%			8.1%	5.6%	5.7%			4.9%	36.2%	3.8%
29 Sunset	13	8	1		4	2	1	1	9		3	8	2	12			8	1	4			3	4	6
	4.7%	6.2%	1.2%		11.4%	5.3%	1.6%	2.4%	6.7%		2.3%	9.3%	6.5%	4.5%		16.7%	8.1%	1.4%	3.8%			4.9%	8.5%	23.1%
30 Stockton	13	5	4	3	1	4	3		6	2	9		2	10		3	3	3	7	4	7			1
	4.7%	3.9%	4.9%	11.1%	2.9%	10.5%	4.8%		4.5%	6.9%	6.9%		6.5%	3.7%		50.0%	3.0%	4.2%	6.7%	7.0%	8.5%			3.8%
K-Ingleside	13	7	2	1	3	1	5	1	6	1	5	6	1	13			7	1	5		1		9	3
	4.7%	5.4%	2.5%	3.7%	8.6%	2.6%	7.9%	2.4%	4.5%	3.4%	3.8%	7.0%	3.2%	4.9%			7.1%	1.4%	4.8%		1.2%		19.1%	11.5%
22 Fillmore	12	4	4	2	2	1	3	2	6		5	6	1	12			6	2	4	4	5			2
	4.3%	3.1%	4.9%	7.4%	5.7%	2.6%	4.8%	4.9%	4.5%		3.8%	7.0%	3.2%	4.5%			6.1%	2.8%	3.8%	7.0%	6.1%			7.7%
M-Ocean View	11	5	4		2		5		6		4	6	1	10		1	3	1	7		1		8	2
	4.0%	3.9%	4.9%		5.7%		7.9%		4.5%		3.1%	7.0%	3.2%	3.7%		16.7%	3.0%	1.4%	6.7%		1.2%		17.0%	7.7%
8 Bayshore	10	5	4	1		2	2	3	3	2	6	4		7		3	2	1	7	1	3			6
	3.6%	3.9%	4.9%	3.7%		5.3%	3.2%	7.3%	2.2%	6.9%	4.6%	4.7%		2.6%		50.0%	2.0%	1.4%	6.7%	1.8%	3.7%			23.1%
9 San Bruno	10	4	4	1	1	3	2	3	2	1	4	4	1	9	1		6	3	1	3	5			2
	3.6%	3.1%	4.9%	3.7%	2.9%	7.9%	3.2%	7.3%	1.5%	3.4%	3.1%	4.7%	3.2%	3.4%	50.0%		6.1%	4.2%	1.0%	5.3%	6.1%			7.7%
T – Third Street	10	6	2		2	1	3	1	5		6	2	2	10			7	1	3	3	2		3	2
	3.6%	4.7%	2.5%		5.7%	2.6%	4.8%	2.4%	3.7%		4.6%	2.3%	6.5%	3.7%			7.1%	1.4%	2.9%	5.3%	2.4%		6.4%	7.7%
38R Geary Rapid	9	6	3			3	2		3	2	4	3		9			6	3		1	1	7		
	3.3%	4.7%	3.7%			7.9%	3.2%		3.0%	6.9%	3.1%	3.5%		3.4%			6.1%	4.2%		1.8%	1.2%	11.5%		
49 Van Ness - Mission	9	5	2	1	1	1	3	2	3	1	5	3		9			2	5	2	3	5			1
	3.3%	3.9%	2.5%	3.7%	2.9%	2.6%	4.8%	4.9%	2.2%	3.4%	3.8%	3.5%		3.4%			2.0%	6.9%	1.9%	5.3%	6.1%			3.8%
Muni Metro line (All/Any/unable to specify)	9	3	4	1	1	1	2	1	5	3	4	2		9			1	4	4	7	1		2	
	3.3%	2.3%	4.9%	3.7%	2.9%	2.6%	3.2%	2.4%	3.7%	10.3%	3.1%	2.3%		3.4%			1.0%	4.2%	4.8%	12.3%	1.2%		4.3%	
19 Polk	8	5	2		1	2	4	1	1	1	4	3	1	8			5	1	2	4	4			
	2.9%	3.9%	2.5%		2.9%	5.3%	6.3%	2.4%	0.7%	3.4%	3.1%	3.5%	3.2%	3.0%			5.1%	1.4%	1.9%	7.0%	4.9%			
33 Ashbury-18th	8	3	3	1		1	2	2	3	2	3	3		8			2	2	4	6	1	1		
	2.9%	2.3%	3.7%	3.7%		2.6%	3.2%	4.9%	2.2%	6.9%	2.3%	3.5%		3.0%			2.0%	2.8%	3.8%	10.5%	1.2%	1.6%		
43 Masonic	8	3	3	1		1		4	3	2	3	3		8			3	3	2		1	3	2	2
	2.9%	2.3%	3.7%	3.7%		2.6%		9.8%	2.2%	6.9%	2.3%	3.5%		3.0%			3.0%	4.2%	1.9%		1.2%	4.9%	4.3%	7.7%
44 O'Shaughnessy	8	2	4	1	1	1		4	3	1	4	3		8			1	3	2		1	5		2
	2.9%	1.6%	4.9%	3.7%	2.9%	2.6%		9.8%	2.2%	3.4%	3.1%	3.5%		3.0%			3.0%	4.2%	1.9%		1.2%	8.2%		7.7%
24 Divisadero	7		4	3			3	4		2	2	2	2	6		1		2	4		4		2	1
	2.5%		3.1%	3.7%			4.8%	9.8%		6.9%	1.5%	2.3%	3.2%	2.2%		16.7%		2.8%	4.8%		4.9%		4.3%	3.8%
28 19th ave	7	1	2	2	2		1	1	4		4	2		6	1		3	3		3	2	2		
	2.5%	0.8%	2.5%	7.4%	5.7%		1.6%	4.9%	3.0%		3.1%	2.3%	3.2%	2.2%		16.7%	1.0%	4.2%	2.9%	3.7%	3.3%	4.3%		
E and F-Market and Wharves	7	2	4	1			1	2	4	1	3	2	1	7			2	2	3	6	1			
	2.5%	1.6%	4.9%	3.7%			1.6%	4.9%	3.0%	3.4%	2.3%	2.3%	3.2%	2.6%			2.0%	2.8%	2.9%	10.5%	1.2%			
J-Church	7	3	1	1	2	1	1	1	4	1	3	2	1	7			2	1	4	2			4	1
	2.5%	2.3%	1.2%	3.7%	5.7%	2.6%	1.6%	2.4%	3.0%	3.4%	2.3%	2.3%	3.2%	2.6%			2.0%	1.4%	3.8%	3.5%			8.5%	3.8%
K/T (Unspecified)	7	2	5			1	1	3	2		2	4	1	7			1	2	4	4			2	1
	2.5%	1.6%	6.2%			2.6%	1.6%	7.3%	1.5%		1.5%	4.7%	3.2%	2.6%			1.0%	2.8%	3.8%	7.0%			4.3%	3.8%
7 Haight - Noriega	6	4	1	1			2	1	3		5		1	5		1	2		4	1	5	1		
	2.2%	3.1%	1.2%	3.7%			3.2%	2.4%	2.2%		3.8%		3.2%	2.2%			2.0%		3.8%	1.8%	6.1%	1.6%		
14R Mission Rapid	6	2	3		1	3	1		2	1	2	3		5		1	2	1	4	2	3			1
	2.2%	1.6%	3.7%		2.9%	5.3%	1.6%		2.2%	3.4%	1.5%	3.5%		1.5%		33.3%	2.0%	1.4%	3.8%	3.5%	3.7%			15.4%
45 Union-Stockton	6	3	2	1		1	1		4		4	2		6			1	1	4			4	1	
	2.2%	2.3%	2.5%	3.7%		2.6%	1.6%		3.0%		3.1%	2.3%		1.5%		33.3%	1.0%	1.4%	3.8%			6.6%	2.1%	3.8%
18 46th Avenue	5	1	2	1	1	1	1		3		4	1		5			3		2	2	3			
	1.8%	0.8%	2.5%	3.7%	2.9%	2.6%	1.6%		2.2%		3.1%	1.2%		1.9%			1.0%		3.8%	3.5%	3.7%			
27 Bryant	5	1	2	1	1		3		2		2	3		5				2	3	2	3			
	1.8%	0.8%	2.5%	3.7%	2.9%		4.8%		1.5%		1.5%	3.5%		1.9%				2.8%	2.9%	3.5%	3.7%			
48 Quintara - 24th Street	5	2	3			1	2		2		3	1	1	5			1	2	2	2			3	
	1.8%	1.6%	3.7%			2.6%	3.2%		1.5%		2.3%	1.2%	3.2%	1.9%			1.0%	2.8%	1.9%	3.5%			6.4%	
5R Fulton Rapid	4	2	1				1	2	1		3			4			1	2	1				4	
	1.4%	1.6%	1.2%		2.9%		1.6%	2.4%	1.5%	3.4%	2.3%			1.5%			1.0%	2.8%	1.0%				6.6%	
12 Folsom - Pacific	3	2	1			1	1				2	1		1	1		2	1		2	1			
	1.1%	1.6%			2.9%	2.6%	1.6%		0.7%		1.5%	1.2%		0.7%	50.0%		1.0%	1.4%	1.0%	3.5%	1.2%			
31 Balboa	3	1	2				1		2	1	1		1	3			2		1		2	1		
	1.1%	0.8%	2.5%				1.6%		1.5%	3.4%	0.8%		3.2%	1.1%			2.0%		1.0%		2.4%	1.6%		
37 Corbett	3	1	1	1		1	1		1			2	1	3			1	2		1		1	2	
	1.1%	0.8%	1.2%	3.7%		2.6%	1.6%		0.7%			2.3%	3.2%	1.1%			1.0%	2.8%		1.8%		1.6%	2.1%	
66 Quintara	3		3			1	1		1	1	2			3					3			2	1	
	1.1%		3.7%			2.6%	1.6%		2.4%	1.5%	3.4%	2.3%		1.1%					2.9%			3.3%	2.1%	
9R San Bruno Rapid	2	1	1			2					2			2			2				2			
	0.7%	0.8%	1.2%			5.3%					1.5%			0.7%			2.0%				2.4%			
28R 19th Ave Rapid	2				2				2		2			2					2				2	
	0.7%				5.7%				1.6%		1.5%			0.7%					1.9%				3.3%	
35 Eureka	2	1	1				2					2		2			1		1	1			1	
	0.7%	0.8%	1.2%				3.2%					2.3%		0.7%			1.0%		1.0%	1.8%			2.1%	
47 Van Ness	2		1	1				1	1		1	1		2				1	1	2				
	0.7%		1.2%	3.7%				2.4%	0.7%		0.8%	1.2%		0.7%				1.4%	1.0%	3.5%				
10 Townsend	1		1			1							1	1			1			1				
	0.4%		1.2%			1.6%							3.2%	0.4%			1.0%			1.8%				
15 Bayview/Hunter's Point Express	1	1						1			1			1			1			1				
	0.4%	0.8%						2.4%			0.8%			0.4%			1.0%			1.8%				
21 Hayes	1	1						1			1			1			1				1			
	0.4%	0.8%						2.4%			0.8%			0.4%			1.0%				1.2%			
25 Treasure Island	1	1							1		1			1					1					1
	0.4%	0.8%							0.7%		0.8%			0.4%					1.0%					3.8%
36 Teresita	1	1					1						1	1			1						1	
	0.4%	0.8%					1.6%						3.2%	0.4%			1.0%						2.1%	
41 Union	1			1					1			1		1					1	1				
	0.4%			3.7%					0.7%			1.2%		0.4%					1.0%	1.2%				
52 Excelsior	1		1				1			1				1					1				1	
	0.4%		1.2%				1.6%			3.4%				0.4%					1.0%				2.1%	
54 Felton	1	1				1						1		1			1							1
	0.4%	0.8%				2.6%						1.2%		0.4%			1.0%							3.8%
55 16th St	1		1				1				1			1			1			1				
	0.4%		1.2%				1.6%				0.8%			0.4%			1.0%			1.8%				
57 Parkmerced	1	1					1					1		1				1					1	
	0.4%	0.8%					1.6%					1.2%		0.4%				1.4%					2.1%	
67 Bernal Heights	1		1						1			1		1			1			1				
	0.4%		1.2%						0.7%			1.2%		0.4%			1.0%			1.8%				
California Street Cable Car	1	1							1				1	1			1				1			
	0.4%	0.8%							0.7%				3.2%	0.4%			1.0%				1.2%			
SFMTA/SamTrans 122	1	1							1				1	1			1						1	
	0.4%	0.8%							0.7%				3.2%	0.4%			1.0%						2.1%	
Don't Know/No answer	5	4				1	1		1	3		1	1	1		4			5		3			2

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Which line or route do you currently ride most often?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/BLNK
BASE - Current Muni Riders	276	12	41	111	112	90	112	49	9	15	30	35	40	156	127	146	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%	100.0%	100.0%	100.0%
1 California	33	1	6	17	9	15	12	1	3	-	5	4	3	21	14	19	-
	12.0%	8.3%	14.6%	15.3%	8.0%	16.7%	10.7%	2.0%	33.3%		16.7%	11.4%	7.5%	13.5%	11.0%	13.0%	
38 Geary	32	2	2	16	12	11	10	7	1	-	5	4	3	20	12	20	-
	11.6%	16.7%	4.9%	14.4%	10.7%	12.2%	8.9%	14.3%	11.1%		16.7%	11.4%	7.5%	12.8%	9.4%	13.7%	
N-Judah	32	1	9	13	9	7	15	5	2	1	4	1	2	24	17	15	-
	11.6%	8.3%	22.0%	11.7%	8.0%	7.8%	13.4%	10.2%	22.2%	6.7%	13.3%	2.9%	5.0%	15.4%	13.4%	10.3%	
5 Fulton	18	-	4	5	9	6	8	2	-	1	2	-	3	12	11	7	6
	6.5%		9.8%	4.5%	8.0%	6.7%	7.1%	4.1%		6.7%	6.7%		7.5%	7.7%	8.7%	4.8%	
14 Mission	18	-	4	7	7	6	5	5	2	3	3	1	3	8	6	12	-
	6.5%		9.8%	6.3%	6.3%	6.7%	4.5%	10.2%	22.2%	20.0%	10.0%	2.9%	7.5%	5.1%	4.7%	8.2%	
L-Taraval	18	-	2	8	8	1	8	6	-	-	-	4	6	8	8	10	-
	6.5%		4.9%	7.2%	7.1%	1.1%	7.1%	12.2%				11.4%	15.0%	5.1%	6.3%	6.8%	
29 Sunset	13	3	3	6	1	1	5	5	1	-	-	1	2	10	8	5	-
	4.7%	25.0%	7.3%	5.4%	0.9%	1.1%	4.5%	10.2%	11.1%			2.9%	5.0%	6.4%	6.3%	3.4%	
30 Stockton	13	-	2	3	8	7	2	1	1	1	3	1	2	6	6	7	-
	4.7%		4.9%	2.7%	7.1%	7.8%	1.8%	2.0%	11.1%	6.7%	10.0%	2.9%	5.0%	3.8%	4.7%	4.8%	
K-Ingleside	13	1	2	6	4	1	8	4	-	-	1	3	1	8	5	7	1
	4.7%	8.3%	4.9%	5.4%	3.6%	1.1%	7.1%	8.2%			3.3%	8.6%	2.5%	5.1%	3.9%	4.8%	33.3%
22 Fillmore	12	1	1	4	6	5	5	2	-	1	1	1	3	6	4	8	-
	4.3%	8.3%	2.4%	3.6%	5.4%	5.6%	4.5%	4.1%		6.7%	3.3%	2.9%	7.5%	3.8%	3.1%	5.5%	
M-Ocean View	11	1	-	7	3	1	4	6	-	-	1	1	1	8	6	4	1
	4.0%	8.3%		6.3%	2.7%	1.1%	3.6%	12.2%			3.3%	2.9%	2.5%	5.1%	4.7%	2.7%	33.3%
8 Bayshore	10	-	1	3	6	5	2	2	-	3	-	2	-	5	4	6	-
	3.6%		2.4%	2.7%	5.4%	5.6%	1.8%	4.1%		20.0%		5.7%		3.2%	3.1%	4.1%	
9 San Bruno	10	1	1	5	3	4	4	1	1	2	3	1	3	1	5	5	-
	3.6%	8.3%	2.4%	4.5%	2.7%	4.4%	3.6%	2.0%	11.1%	13.3%	10.0%	2.9%	7.5%	0.6%	3.9%	3.4%	
T – Third Street	10	-	1	6	3	3	5	2	-	-	-	2	4	4	1	8	1
	3.6%		2.4%	5.4%	2.7%	3.3%	4.5%	4.1%				5.7%	10.0%	2.6%	0.8%	5.5%	33.3%
38R Geary Rapid	9	-	1	4	4	5	2	1	-	-	1	4	1	3	4	5	-
	3.3%		2.4%	3.6%	3.6%	5.6%	1.8%	2.0%			3.3%	11.4%	2.5%	1.9%	3.1%	3.4%	
49 Van Ness - Mission	9	-	1	5	3	7	1	-	1	2	3	-	1	3	3	6	-
	3.3%		2.4%	4.5%	2.7%	7.8%	0.9%		11.1%	13.3%	10.0%		2.5%	1.9%	2.4%	4.1%	
Muni Metro line (All/Any/unable to specify)	9	-	2	4	3	4	3	1	1	1	-	1	1	6	5	4	-
	3.3%		4.9%	3.6%	2.7%	4.4%	2.7%	2.0%	11.1%	6.7%		2.9%	2.5%	3.8%	3.9%	2.7%	
19 Polk	8	-	-	5	3	4	3	-	-	1	-	1	1	5	3	4	1
	2.9%			4.5%	2.7%	4.4%	2.7%			6.7%		2.9%	2.5%	3.2%	2.4%	2.7%	33.3%
33 Ashbury-18th	8	1	-	4	3	2	6	-	-	-	1	1	2	4	4	4	-
	2.9%	8.3%		3.6%	2.7%	2.2%	5.4%				3.3%	2.9%	5.0%	2.6%	3.1%	2.7%	
43 Masonic	8	1	1	2	4	3	3	-	-	1	-	1	2	4	3	5	-
	2.9%	8.3%	2.4%	1.8%	3.6%	3.3%	2.7%			6.7%		2.9%	5.0%	2.6%	2.4%	3.4%	
44 O'Shaughnessy	8	2	-	2	4	2	4	-	1	-	1	2	3	3	2	6	-
	2.9%	16.7%		1.8%	3.6%	2.2%	3.6%		11.1%			5.7%	7.5%	1.9%	1.6%	4.1%	
24 Divisadero	7	-	2	2	5	5	-	2	-	1	1	2	-	3	2	5	-
	2.5%		1.8%	4.5%	5.6%		2.0%		6.7%	3.3%	5.7%		1.9%	1.6%	3.4%	
28 19th ave	7	1	1	2	3	3	2	1	1	-	1	1	1	4	2	5	-
	2.5%	8.3%	2.4%	1.8%	2.7%	3.3%	1.8%	2.0%	11.1%		3.3%	2.9%	2.5%	2.6%	1.6%	3.4%	
E and F-Market and Wharves	7	1	1	2	3	2	4	1	-	-	1	1	-	5	4	3	-
	2.5%	8.3%	2.4%	1.8%	2.7%	2.2%	3.6%	2.0%			3.3%	2.9%		3.2%	3.1%	2.1%	
J-Church	7	-	1	2	4	1	4	2	-	-	2	1	-	4	5	2	-
	2.5%		2.4%	1.8%	3.6%	1.1%	3.6%	4.1%			6.7%	2.9%		2.6%	3.9%	1.4%	
K/T (Unspecified)	7	-	-	4	3	2	3	2	-	-	-	2	-	5	5	1	1
	2.5%			3.6%	2.7%	2.2%	2.7%	4.1%				5.7%		3.2%	3.9%	0.7%	33.3%
7 Haight - Noriega	6	-	2	1	3	2	1	3	-	-	2	-	-	4	1	5	-
	2.2%		4.9%	0.9%	2.7%	2.2%	0.9%	6.1%			6.7%			2.6%	0.8%	3.4%	
14R Mission Rapid	6	-	2	2	2	-	2	4	-	-	-	-	2	4	3	3	-
	2.2%		4.9%	1.8%	1.8%		1.8%	8.2%					5.0%	2.6%	2.4%	2.1%	
45 Union-Stockton	6	-	-	1	5	3	2	1	-	1	1	-	-	4	2	4	-
	2.2%			0.9%	4.5%	3.3%	1.8%	2.0%		6.7%	3.3%			2.6%	1.6%	2.7%	
18 46th Avenue	5	-	-	1	4	1	3	-	1	-	2	1	-	2	3	2	-
	1.8%			0.9%	3.6%	1.1%	2.7%		11.1%		6.7%	2.9%		1.3%	2.4%	1.4%	
27 Bryant	5	-	-	-	5	3	2	-	-	-	1	1	-	3	3	2	-
	1.8%				4.5%	3.3%	1.8%				3.3%	2.9%		1.9%	2.4%	1.4%	
48 Quintara - 24th Street	5	-	-	1	4	2	3	-	-	2	-	1	-	3	3	2	-
	1.8%			0.9%	3.6%	2.2%	2.7%			13.3%		2.9%		1.9%	2.4%	1.4%	
5R Fulton Rapid	4	-	2	1	1	2	2	-	-	-	1	1	-	2	1	3	-
	1.4%		4.9%	0.9%	0.9%	2.2%	1.8%				3.3%	2.9%		1.3%	0.8%	2.1%	
12 Folsom - Pacific	3	-	-	1	2	2	1	-	-	1	1	1	-	-	-	3	-
	1.1%			0.9%	1.8%	2.2%	0.9%			6.7%	3.3%	2.9%				2.1%	
31 Balboa	3	-	-	2	1	-	1	1	1	-	-	-	1	1	2	1	-
	1.1%			1.8%	0.9%		0.9%	2.0%	11.1%	6.7%			2.5%	0.6%	1.6%	0.7%	
37 Corbett	3	-	-	1	2	-	3	-	-	-	-	-	-	3	3	-	-
	1.1%			0.9%	1.8%		2.7%							1.9%	2.4%		
66 Quintara	3	-	-	1	2	1	-	-	-	-	-	-	1	2	-	3	-
	1.1%			0.9%	1.8%	1.1%							2.5%	1.3%		2.1%	
9R San Bruno Rapid	2	1	-	-	1	1	-	-	1	-	1	-	1	1	2	-	-
	0.7%	8.3%			0.9%	1.1%			11.1%		3.3%		2.5%		1.6%		
28R 19th Ave Rapid	2	-	-	1	1	1	-	1	-	-	-	-	1	1	-	2	-
	0.7%			0.9%	0.9%	1.1%		2.0%					2.5%	0.6%		1.4%	
35 Eureka	2	-	1	-	1	1	-	1	-	-	-	2	-	-	1	1	-
	0.7%		2.4%		0.9%	1.1%		2.0%				5.7%			0.8%	0.7%	
47 Van Ness	2	-	-	1	1	2	-	-	-	-	-	-	1	1	1	2	-
	0.7%			0.9%	0.9%	2.2%							2.5%	0.6%		1.4%	
10 Townsend	1	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-
	0.4%			0.9%		1.1%							2.5%		0.8%		
15 Bayview/Hunter's Point Express	1	-	-	1	-	1	-	-	-	-	-	-	-	1	-	1	-
	0.4%			0.9%		1.1%								0.6%		0.7%	
21 Hayes	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-
	0.4%			0.9%						6.7%					0.8%		
25 Treasure Island	1	-	-	1	-	-	-	1	-	-	-	-	-	1	1	-	-
	0.4%			0.9%				2.0%						0.6%	0.8%		
36 Teresita	1	-	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-
	0.4%			0.9%			0.9%					2.9%				0.7%	
41 Union	1	-	-	-	1	1	-	-	-	-	-	-	-	1	-	1	-
	0.4%				0.9%	1.1%								0.6%		0.7%	
52 Excelsior	1	-	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-
	0.4%			0.9%			0.9%					2.9%				0.7%	
54 Felton	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.4%			0.9%			0.9%							0.6%	0.8%		
55 16th St	1	-	-	1	-	-	1	-	-	-	-	-	-	1	-	1	-
	0.4%			0.9%			0.9%							0.6%		0.7%	
57 Parkmerced	1	-	-	-	1	1	-	-	-	-	-	1	-	-	1	-	-
	0.4%				0.9%	1.1%						2.9%			0.8%		
67 Bernal Heights	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.4%			0.9%			0.9%							0.6%	0.8%		
California Street Cable Car	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.4%			0.9%			0.9%							0.6%	0.8%		
SFMTA/SamTrans 122	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
	0.4%			0.9%				2.0%				2.9%				0.7%	
Don't Know/No answer	5	-	1	4	-	1	2	1	1	4	-	-	-	1	2	3	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

When you use Muni currently, what is the main purpose of your trips?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Muni Riders	278	132	80	26	36	39	64	40	135	31	129	87	31	266	6	6	104	72	102	60	80	61	46	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	101	73	18	2	6	25	33	10	33	10	37	39	15	94	5	2	101			23	20	20	22	15
	36.3%	55.3%	22.5%	7.7%	16.7%	64.1%	51.6%	25.0%	24.4%	32.3%	28.7%	44.8%	48.4%	35.3%	83.3%	33.3%	97.1%			38.3%	25.0%	32.8%	47.8%	53.6%
Medical/personal business	72	20	23	14	14	3	14	12	43	10	37	19	6	70	1	1		72		13	24	19	12	2
	25.9%	15.2%	28.8%	53.8%	38.9%	7.7%	21.9%	30.0%	31.9%	32.3%	28.7%	21.8%	19.4%	26.3%	16.7%	16.7%		100.0%		21.7%	30.0%	31.1%	26.1%	7.1%
Eating out/social/recreation/entertainment	54	14	23	7	10	3	5	8	38	3	31	16	4	54	-	-			54	12	15	14	9	4
	19.4%	10.6%	28.8%	26.9%	27.8%	7.7%	7.8%	20.0%	28.1%	9.7%	24.0%	18.4%	12.9%	20.3%					52.9%	20.0%	18.8%	23.0%	19.6%	14.3%
Shopping	48	25	15	2	5	6	12	9	21	7	22	13	6	45	-	3			48	12	19	8	3	6
	17.3%	18.9%	18.8%	7.7%	13.9%	15.4%	18.8%	22.5%	15.6%	22.6%	17.1%	14.9%	19.4%	16.9%		50.0%			47.1%	20.0%	23.8%	13.1%	6.5%	21.4%
School	3	-	1	1	1	2	-	1	-	1	2			3	-	-	3	-	-	-	2	-	-	1
	1.1%		1.3%	3.8%	2.8%	5.1%		2.5%		3.2%	1.6%			1.1%			2.9%				2.5%			3.6%
Don't know	3	1	1	1	-	-	2	1	-	1	2	-	-	3	-	-	-	-	3	-	2	-	1	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

When you use Muni currently, what is the main purpose of your trips?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Current Muni Riders	278	12	42	115	109	89	113	50	10	19	29	33	40	157	129	146	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%	100.0%	100.0%	100.0%
Work	101	6	20	60	15	24	40	25	5	9	7	18	16	51	47	53	1
	36.3%	50.0%	47.6%	52.2%	13.8%	27.0%	35.4%	50.0%	50.0%	47.4%	24.1%	54.5%	40.0%	32.5%	36.4%	36.3%	33.3%
Medical/personal business	72	2	6	21	43	25	35	8	1	5	7	7	8	45	32	40	-
	25.9%	16.7%	14.3%	18.3%	39.4%	28.1%	31.0%	16.0%	10.0%	26.3%	24.1%	21.2%	20.0%	28.7%	24.8%	27.4%	
Eating out/social/recreation/entertainment	54	2	10	20	22	18	22	8	3	-	4	4	6	40	26	27	1
	19.4%	16.7%	23.8%	17.4%	20.2%	20.2%	19.5%	16.0%	30.0%		13.8%	12.1%	15.0%	25.5%	20.2%	18.5%	33.3%
Shopping	48	-	6	13	29	21	15	9	-	5	10	3	9	21	21	26	1
	17.3%		14.3%	11.3%	26.6%	23.6%	13.3%	18.0%		26.3%	34.5%	9.1%	22.5%	13.4%	16.3%	17.8%	33.3%
School	3	2	-	1	-	1	1	-	1	-	1	1	1	-	3	-	-
	1.1%	16.7%		0.9%		1.1%	0.9%		10.0%		3.4%	3.0%	2.5%		2.3%		
Don't know	3	-	-	-	3	2	1	-	-	-	1	2	-	-	-	3	-

COREY, CANAPARY & GALANIS RESEARCH

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (All Riders)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni Riders	360	157	97	37	65	39	65	40	129	40	167	113	39	343	9	8	102	68	103	80	93	76	70	37
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Much more often	38	24	6	3	5	5	13	3	8	7	16	9	6	35	3	-	16	9	4	8	10	6	8	6
	10.6%	15.3%	6.2%	8.1%	7.7%	12.8%	20.0%	7.5%	6.2%	17.5%	9.6%	8.0%	15.4%	10.2%	33.3%		15.7%	13.2%	3.9%	10.0%	10.8%	7.9%	11.4%	16.2%
Somewhat more often	69	20	28	9	12	5	15	16	29	10	35	21	3	64	1	4	16	19	30	18	18	14	12	7
	19.2%	12.7%	28.9%	24.3%	18.5%	12.8%	23.1%	40.0%	22.5%	25.0%	21.0%	18.6%	7.7%	18.7%	11.1%	50.0%	15.7%	27.9%	29.1%	22.5%	19.4%	18.4%	17.1%	18.9%
About the same	167	75	38	12	39	26	31	14	56	15	86	51	15	158	5	4	51	30	46	33	44	41	29	19
	46.4%	47.8%	39.2%	32.4%	60.0%	66.7%	47.7%	35.0%	43.4%	37.5%	51.5%	45.1%	38.5%	46.1%	55.6%	50.0%	50.0%	44.1%	44.7%	41.3%	47.3%	53.9%	41.4%	51.4%
Somewhat less often	45	18	14	7	5	2	4	5	18	5	16	17	6	45	-	-	11	5	13	11	12	10	6	5
	12.5%	11.5%	14.4%	18.9%	7.7%	5.1%	6.2%	12.5%	14.0%	12.5%	9.6%	15.0%	15.4%	13.1%			10.8%	7.4%	12.6%	13.8%	12.9%	13.2%	8.6%	13.5%
Much less often	29	13	10	3	3	1	-	1	14	3	12	8	6	29	-	-	7	3	6	6	6	4	11	-
	8.1%	8.3%	10.3%	8.1%	4.6%	2.6%		2.5%	10.9%	7.5%	7.2%	7.1%	15.4%	8.5%			6.9%	4.4%	5.8%	7.5%	6.5%	5.3%	15.7%	
Will not ride Muni again	12	7	1	3	1	-	2	1	4	-	2	7	3	12	-	-	1	2	4	4	3	1	4	-
	3.3%	4.5%	1.0%	8.1%	1.5%		3.1%	2.5%	3.1%		1.2%	6.2%	7.7%	3.5%			1.0%	2.9%	3.9%	5.0%	3.2%	1.3%	5.7%	
Don't know/refused	14	3	4	2	5	-	1	1	6	-	5	5	4	14	-	-	2	4	2	2	4	2	3	2

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (All Riders)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni Riders	360	17	67	149	127	106	141	77	14	24	35	42	46	213	158	198	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Much more often	38	3	4	20	11	15	12	8	3	5	6	9	9	9	9	29	-
	10.6%	17.6%	6.0%	13.4%	8.7%	14.2%	8.5%	10.4%	21.4%	20.8%	17.1%	21.4%	19.6%	4.2%	5.7%	14.6%	
Somewhat more often	69	5	9	22	33	17	34	10	5	4	7	7	6	45	32	36	1
	19.2%	29.4%	13.4%	14.8%	26.0%	16.0%	24.1%	13.0%	35.7%	16.7%	20.0%	16.7%	13.0%	21.1%	20.3%	18.2%	25.0%
About the same	167	6	32	69	60	53	59	40	4	12	16	22	23	94	80	85	2
	46.4%	35.3%	47.8%	46.3%	47.2%	50.0%	41.8%	51.9%	28.6%	50.0%	45.7%	52.4%	50.0%	44.1%	50.6%	42.9%	50.0%
Somewhat less often	45	3	12	21	9	8	19	14	-	1	3	2	4	35	19	26	-
	12.5%	17.6%	17.9%	14.1%	7.1%	7.5%	13.5%	18.2%		4.2%	8.6%	4.8%	8.7%	16.4%	12.0%	13.1%	
Much less often	29	-	7	12	10	6	14	5	1	2	3	-	3	21	12	16	1
	8.1%		10.4%	8.1%	7.9%	5.7%	9.9%	6.5%	7.1%	8.3%	8.6%		6.5%	9.9%	7.6%	8.1%	25.0%
Will not ride Muni again	12	-	3	5	4	7	3	-	1	-	-	2	1	9	6	6	-
	3.3%		4.5%	3.4%	3.1%	6.6%	2.1%		7.1%			4.8%	2.2%	4.2%	3.8%	3.0%	
Don't know/refused	14	-	4	4	6	5	6	2	-	-	-	2	5	7	5	9	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (Rode before Pandemic Only)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Rode before Pandemic	356	157	97	37	65	37	65	40	127	40	164	113	38	339	9	8	100	67	102	78	93	76	69	37
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Much more often	38	24	6	3	5	5	13	3	8	7	16	9	6	35	3	-	16	9	4	8	10	6	8	6
	10.7%	15.3%	6.2%	8.1%	7.7%	13.5%	20.0%	7.5%	6.3%	17.5%	9.8%	8.0%	15.8%	10.3%	33.3%		16.0%	13.4%	3.9%	10.3%	10.8%	7.9%	11.6%	16.2%
Somewhat more often	69	20	28	9	12	5	15	16	29	10	35	21	3	64	1	4	16	19	30	18	18	14	12	7
	19.4%	12.7%	28.9%	24.3%	18.5%	13.5%	23.1%	40.0%	22.8%	25.0%	21.3%	18.6%	7.9%	18.9%	11.1%	50.0%	16.0%	28.4%	29.4%	23.1%	19.4%	18.4%	17.4%	18.9%
About the same	164	75	38	12	39	25	31	14	54	15	84	51	14	155	5	4	50	29	45	31	44	41	28	19
	46.1%	47.8%	39.2%	32.4%	60.0%	67.6%	47.7%	35.0%	42.5%	37.5%	51.2%	45.1%	36.8%	45.7%	55.6%	50.0%	50.0%	43.3%	44.1%	39.7%	47.3%	53.9%	40.6%	51.4%
Somewhat less often	44	18	14	7	5	1	4	5	18	5	15	17	6	44	-	-	10	5	13	11	12	10	6	5
	12.4%	11.5%	14.4%	18.9%	7.7%	2.7%	6.2%	12.5%	14.2%	12.5%	9.1%	15.0%	15.8%	13.0%			10.0%	7.5%	12.7%	14.1%	12.9%	13.2%	8.7%	13.5%
Much less often	29	13	10	3	3	1	-	1	14	3	12	8	6	29	-	-	7	3	6	6	6	4	11	-
	8.1%	8.3%	10.3%	8.1%	4.6%	2.7%		2.5%	11.0%	7.5%	7.3%	7.1%	15.8%	8.6%			7.0%	4.5%	5.9%	7.7%	6.5%	5.3%	15.9%	
Will not ride Muni again	12	7	1	3	1	-	2	1	4	-	2	7	3	12	-	-	1	2	4	4	3	1	4	-
	3.4%	4.5%	1.0%	8.1%	1.5%		3.1%	2.5%	3.1%		1.2%	6.2%	7.9%	3.5%			1.0%	3.0%	3.9%	5.1%	3.2%	1.3%	5.8%	
Don't know/refused	14	3	4	2	5	-	1	1	6	-	5	5	4	14	-	-	2	4	2	2	4	2	3	2

Table Q4-Old

RIDERSHIP SURVEY 2021

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (Rode before Pandemic Only)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Rode before Pandemic	356	16	65	148	127	105	139	77	14	24	35	42	45	210	155	197	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Much more often	38	3	4	20	11	15	12	8	3	5	6	9	9	9	9	29	-
	10.7%	18.8%	6.2%	13.5%	8.7%	14.3%	8.6%	10.4%	21.4%	20.8%	17.1%	21.4%	20.0%	4.3%	5.8%	14.7%	
Somewhat more often	69	5	9	22	33	17	34	10	5	4	7	7	6	45	32	36	1
	19.4%	31.3%	13.8%	14.9%	26.0%	16.2%	24.5%	13.0%	35.7%	16.7%	20.0%	16.7%	13.3%	21.4%	20.6%	18.3%	25.0%
About the same	164	5	31	68	60	52	57	40	4	12	16	22	22	92	77	85	2
	46.1%	31.3%	47.7%	45.9%	47.2%	49.5%	41.0%	51.9%	28.6%	50.0%	45.7%	52.4%	48.9%	43.8%	49.7%	43.1%	50.0%
Somewhat less often	44	3	11	21	9	8	19	14	-	1	3	2	4	34	19	25	-
	12.4%	18.8%	16.9%	14.2%	7.1%	7.6%	13.7%	18.2%		4.2%	8.6%	4.8%	8.9%	16.2%	12.3%	12.7%	
Much less often	29	-	7	12	10	6	14	5	1	2	3	-	3	21	12	16	1
	8.1%		10.8%	8.1%	7.9%	5.7%	10.1%	6.5%	7.1%	8.3%	8.6%		6.7%	10.0%	7.7%	8.1%	25.0%
Will not ride Muni again	12	-	3	5	4	7	3	-	1	-	-	2	1	9	6	6	-
	3.4%		4.6%	3.4%	3.1%	6.7%	2.2%		7.1%			4.8%	2.2%	4.3%	3.9%	3.0%	
Don't know/refused	14	-	4	4	6	5	6	2	-	-	-	2	5	7	5	9	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (Current Riders Only)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Current Muni Riders	273	131	78	26	34	39	65	40	129	32	129	84	28	261	6	6	102	68	103	60	78	60	46	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Much more often	29	21	5	1	2	5	13	3	8	4	12	8	5	27	2	-	16	9	4	5	10	3	7	4
	10.6%	16.0%	6.4%	3.8%	5.9%	12.8%	20.0%	7.5%	6.2%	12.5%	9.3%	9.5%	17.9%	10.3%	33.3%		15.7%	13.2%	3.9%	8.3%	12.8%	5.0%	15.2%	14.8%
Somewhat more often	65	20	26	9	10	5	15	16	29	9	32	21	3	61	-	4	16	19	30	16	17	14	12	6
	23.8%	15.3%	33.3%	34.6%	29.4%	12.8%	23.1%	40.0%	22.5%	28.1%	24.8%	25.0%	10.7%	23.4%		66.7%	15.7%	27.9%	29.1%	26.7%	21.8%	23.3%	26.1%	22.2%
About the same	127	67	30	8	19	26	31	14	56	14	65	36	12	121	4	2	51	30	46	26	36	33	19	13
	46.5%	51.1%	38.5%	30.8%	55.9%	66.7%	47.7%	35.0%	43.4%	43.8%	50.4%	42.9%	42.9%	46.4%	66.7%	33.3%	50.0%	44.1%	44.7%	43.3%	46.2%	55.0%	41.3%	48.1%
Somewhat less often	29	11	11	4	2	2	4	5	18	3	13	10	3	29	-	-	11	5	13	6	7	8	3	4
	10.6%	8.4%	14.1%	15.4%	5.9%	5.1%	6.2%	12.5%	14.0%	9.4%	10.1%	11.9%	10.7%	11.1%			10.8%	7.4%	12.6%	10.0%	9.0%	13.3%	6.5%	14.8%
Much less often	16	7	5	3	1	1	-	1	14	2	7	3	4	16	-	-	7	3	6	4	6	1	4	-
	5.9%	5.3%	6.4%	11.5%	2.9%	2.6%		2.5%	10.9%	6.3%	5.4%	3.6%	14.3%	6.1%			6.9%	4.4%	5.8%	6.7%	7.7%	1.7%	8.7%	
Will not ride Muni again	7	5	1	1	-	-	2	1	4	-	-	6	1	7	-	-	1	2	4	3	2	1	1	-
	2.6%	3.8%	1.3%	3.8%			3.1%	2.5%	3.1%			7.1%	3.6%	2.7%			1.0%	2.9%	3.9%	5.0%	2.6%	1.7%	2.2%	
Don't know/refused	8	2	3	1	2	-	1	1	6	-	2	3	3	8	-	-	2	4	2	-	4	1	1	1

Table Q4-Current

RIDERSHIP SURVEY 2021

When the pandemic is over, do you think you will still ride Muni about the same, more often, or less often compared to before the pandemic? (Current Riders Only)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Current Muni Riders	273	12	40	113	108	88	111	49	10	19	30	33	36	155	126	144	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%	100.0%	100.0%	100.0%
Much more often	29	2	2	17	8	13	11	3	2	4	5	7	7	6	7	22	-
	10.6%	16.7%	5.0%	15.0%	7.4%	14.8%	9.9%	6.1%	20.0%	21.1%	16.7%	21.2%	19.4%	3.9%	5.6%	15.3%	
Somewhat more often	65	5	7	20	33	17	33	7	5	3	7	7	6	42	30	34	1
	23.8%	41.7%	17.5%	17.7%	30.6%	19.3%	29.7%	14.3%	50.0%	15.8%	23.3%	21.2%	16.7%	27.1%	23.8%	23.6%	33.3%
About the same	127	4	20	53	50	44	43	29	2	10	14	17	17	69	64	62	1
	46.5%	33.3%	50.0%	46.9%	46.3%	50.0%	38.7%	59.2%	20.0%	52.6%	46.7%	51.5%	47.2%	44.5%	50.8%	43.1%	33.3%
Somewhat less often	29	1	7	14	7	6	13	8	-	1	2	1	3	22	12	17	-
	10.6%	8.3%	17.5%	12.4%	6.5%	6.8%	11.7%	16.3%		5.3%	6.7%	3.0%	8.3%	14.2%	9.5%	11.8%	
Much less often	16	-	2	7	7	3	10	2		1	2	-	2	11	8	7	1
	5.9%		5.0%	6.2%	6.5%	3.4%	9.0%	4.1%		5.3%	6.7%		5.6%	7.1%	6.3%	4.9%	33.3%
Will not ride Muni again	7	-	2	2	3	5	1	-	1	-	-	1	1	5	5	2	-
	2.6%		5.0%	1.8%	2.8%	5.7%	0.9%		10.0%			3.0%	2.8%	3.2%	4.0%	1.4%	
Don't know/refused	8	-	2	2	4	3	3	1	-			2	4	2	3	5	-

COREY, CANAPARY & GALANIS RESEARCH

Table Q5

RIDERSHIP SURVEY 2021

Briefly, why do you say that?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5/+ DAYS/WK	SEV. TIMES/WK	ONCE/WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5/+ DAYS/WK	SEV. TIMES/WK	ONCE/WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - All Muni Riders	363	158	96	38	67	39	65	38	131	38	169	113	42	347	9	7	104	71	98	79	95	75	71	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Pandemic will be over/Places will be open again/Will be able to meet	56	16	23	8	9	5	8	9	27	4	40	10	2	54	-	2	9	15	25	17	15	11	7	6
	15.4%	10.1%	24.0%	21.1%	13.4%	12.8%	12.3%	23.7%	20.6%	10.5%	23.7%	8.8%	4.8%	15.6%		28.6%	8.7%	21.1%	25.5%	21.5%	15.8%	14.7%	9.9%	15.8%
Do Not Need To Go To Work Site/Downtown As Often	54	33	7	5	9	2	6	4	23	12	23	13	6	52	2		16	6	13	10	16	12	11	5
	14.9%	20.9%	7.3%	13.2%	13.4%	5.1%	9.2%	10.5%	17.6%	31.6%	13.6%	11.5%	14.3%	15.0%	22.2%		15.4%	8.5%	13.3%	12.7%	16.8%	16.0%	15.5%	13.2%
Will use it as much after the pandemic as I did before the	46	20	11	4	10	10	13	5	11	6	23	13	4	44	2		14	10	15	8	13	12	9	4
	12.7%	12.7%	11.5%	10.5%	14.9%	25.6%	20.0%	13.2%	8.4%	15.8%	13.6%	11.5%	9.5%	12.7%	22.2%		13.5%	14.1%	15.3%	10.1%	13.7%	16.0%	12.7%	10.5%
Inadequate coverage/Too many transfers	40	17	13	5	4	1	6	6	18		7	20	13	40			9	12	10	9	9	8	12	1
	11.0%	10.8%	13.5%	13.2%	6.0%	2.6%	9.2%	15.8%	13.7%		4.1%	17.7%	31.0%	11.5%			8.7%	16.9%	10.2%	11.4%	9.5%	10.7%	16.9%	2.6%
Need To Commute	37	27	8		2	5	11	3	12	3	18	12	4	33	4		22	5	4	5	13	6	7	6
	10.2%	17.1%	8.3%		3.0%	12.8%	16.9%	7.9%	9.2%	7.9%	10.7%	10.6%	9.5%	9.5%	44.4%		21.2%	7.0%	4.1%	6.3%	13.7%	8.0%	9.9%	15.8%
No other option	27	20	6		1	9	8	4	4	2	19	4	2	26		1	7	8	10	7	10	5	2	2
	7.4%	12.7%	6.3%		1.5%	23.1%	12.3%	10.5%	3.1%	5.3%	11.2%	3.5%	4.8%	7.5%		14.3%	6.7%	11.3%	10.2%	8.9%	10.5%	6.7%	2.8%	5.3%
Unsure about vaccine status of other riders/Other riders not	23	6	10	3	4		6	4	8	2	4	15	2	23			6	6	6	5	7	4	5	2
	6.3%	3.8%	10.4%	7.9%	6.0%		9.2%	10.5%	6.1%	5.3%	2.4%	13.3%	4.8%	6.6%			5.8%	8.5%	6.1%	6.3%	7.4%	5.3%	7.0%	5.3%
Prefer to use my car/scooter/bike	14	2	3		8	1			7	1	4	8		14			4	1	3	4	2	3	4	1
	3.9%	1.3%	3.1%		11.9%	2.6%			5.3%	2.6%	2.4%	7.1%		4.0%			3.8%	1.4%	3.1%	5.1%	2.1%	4.0%	5.6%	2.6%
Have Concerns About Crime/Violence Onboard/At Stops	12	4	2	1	5	1	1		5		4	5	3	12			3	3	1	1	2	3	3	1
	3.3%	2.5%	2.1%	2.6%	7.5%	2.6%	1.5%		3.8%		2.4%	4.4%	7.1%	3.5%			2.9%	4.2%	1.0%	1.3%	2.1%	4.0%	4.2%	2.6%
Have Moved/Changed Jobs	9	2	3	1	3				2	1	5	2	1	9			1		1	2		1	3	3
	2.5%	1.3%	3.1%	2.6%	4.5%				1.5%	2.6%	3.0%	1.8%	2.4%	2.6%			1.0%		1.0%	2.5%		1.3%	4.2%	7.9%
Discovered alternatives to Muni	9	2	1	1	4	2		1	3		6	3		9			4	2		4	1	2	1	
	2.5%	1.3%	1.0%	2.6%	6.0%	5.1%		2.6%	2.3%		3.6%	2.7%		2.6%			3.8%	2.8%		5.1%	1.1%	2.7%	1.4%	
It's Unreliable	8	2	1	3					6		1	4	3	8			1	2	3	2	1	2	2	
	2.2%	1.3%	1.0%	7.9%	1.5%				4.6%		0.6%	3.5%	7.1%	2.3%			1.0%	2.8%	3.1%	2.5%	1.1%	2.7%	2.8%	
It'S Dirty	7	1	1	2	2				4	1	2		4	7			2	1		1	2	1	1	1
	1.9%	0.6%	1.0%	5.3%	3.0%				3.1%	2.6%	1.2%		9.5%	2.0%			1.9%	1.4%	1.0%	1.3%	2.1%	1.3%	1.4%	2.6%
Cost effective	7	5			2	1	1		2		4	1	2	7			4				2	2	2	1
	1.9%	3.2%			3.0%	2.6%	1.5%		1.5%		2.4%	0.9%	4.8%	2.0%			3.8%				2.1%	2.7%	2.8%	2.6%
Have Concerns About Homeless On Bus	6	2	1	1	2	1	1		1	1	3	1	1	6			1	1	1		2		2	1
	1.7%	1.3%	1.0%	2.6%	3.0%	2.6%	1.5%		0.8%	2.6%	1.8%	0.9%	2.4%	1.7%			1.0%	1.4%	1.0%		2.1%		2.8%	2.6%
Overcrowded	6	2	4				2	2			2	4		6			3	1		2	2		2	
	1.7%	1.3%	4.2%				3.1%	5.3%			1.2%	3.5%		1.7%			2.9%	1.4%		2.5%	2.1%		2.8%	
Convenient	6	3	2		1	1	1		3		5	1		6			3	1	1	1	1	1	2	1
	1.7%	1.9%	2.1%		1.5%	2.6%	1.5%		2.3%		3.0%	0.9%		1.7%			2.9%	1.4%	1.0%	1.3%	1.1%	1.3%	2.8%	2.6%
Easier/Cheaper than parking	6	2		2	2		2				2	3	1	4	1	1	2			1		1	3	1
	1.7%	1.3%		5.3%	3.0%		3.1%				1.2%	2.7%	2.4%	1.2%	11.1%	14.3%	1.9%			1.3%		1.3%	4.2%	2.6%
Unsure About Route Coverage Post-Pandemic	6	1	2	2	1		1		1	1	2	2	1	5		1	1	1		2	1	2		1
	1.7%	0.6%	2.1%	5.3%	1.5%		1.5%		0.8%	2.6%	1.2%	1.8%	2.4%	1.4%		14.3%	1.0%	1.4%		2.5%	1.1%	2.7%		2.6%
Closes too early/Closes too late	4	1	2		1		1	1	2		1	2	1	3		1	1		3		1		2	1
	1.1%	0.6%	2.1%		1.5%		1.5%	2.6%	1.5%		0.6%	1.8%	2.4%	0.9%		14.3%	1.0%		3.1%		1.1%		2.8%	2.6%
Good for the environment	4	2	1		1		1		1		3		1	4			1		1	1		2	1	
	1.1%	1.3%	1.0%		1.5%		1.5%		0.8%		1.8%		2.4%	1.2%			1.0%		1.0%	1.3%		2.7%	1.4%	
It's Expensive	3	1	1		1	1		1		1	2			3			1		1	1		1	1	
	0.8%	0.6%	1.0%		1.5%	2.6%		2.6%		2.6%	1.2%			0.9%			1.0%		1.0%	1.3%		1.3%	1.4%	
It's Slow/Trips Take Too Long	3	1	1	1			1		2			1	2	3			2	1		1		1		
	0.8%	0.6%	1.0%	2.6%			1.5%		1.5%			0.9%	4.8%	0.9%			1.9%	1.4%		1.3%		1.3%		
Physical impairment-difficult to board/ride	3		1	2							2	1		2		1					2	1		
	0.8%		1.0%	5.3%							1.2%	0.9%		0.6%		14.3%					2.1%	1.3%		
Uncrowded	3		1	1	1		1		2	2	1			3				2	1			1	2	
	0.8%		1.0%	2.6%	1.5%		1.5%		1.5%	5.3%	0.6%			0.9%				2.8%	1.0%			1.3%	2.8%	
Can park at work	2	1	1						1			2		2			1						2	
	0.6%	0.6%	1.0%						0.8%			1.8%		0.6%			1.0%						2.8%	
Do Not Need To Travel As Much	1			1									1	1			1			1				
	0.3%			2.6%									2.4%	0.3%			1.0%			1.3%				
Live/Work closer to other public transit	1				1				1			1		1					1					1
	0.3%				1.5%				0.8%			0.9%		0.3%					1.0%					2.6%
Don't need to travel as much	1			1					1		1			1				1			1			
	0.3%			2.6%					0.8%		0.6%			0.3%				1.4%			1.1%			
Better employee helpfulness/professionalism/discipli	1		1						1				1	1			1				1			
	0.3%		1.0%						0.8%				2.4%	0.3%			1.0%				1.1%			
Better enforcement (senior/disabled seating, fare	1		1						1				1	1			1				1			
	0.3%		1.0%						0.8%				2.4%	0.3%			1.0%				1.1%			
Too infrequent	1		1								1			1						1				
	0.3%		1.0%								0.6%			0.3%						1.3%				
Can Ride For Free	1				1				1	1				1						1				
	0.3%				1.5%				0.8%	2.6%				0.3%						1.3%				
Fast	1		1					1		1				1					1			1		
	0.3%		1.0%					2.6%		2.6%				0.3%					1.0%			1.3%		
Clean	1		1				1			1				1					1				1	
	0.3%		1.0%				1.5%			2.6%				0.3%					1.0%				1.4%	
General-Don't Use Public Transit	2	1			1				1	1		1		2					1		1	1		
	0.6%	0.6%			1.5%				0.8%	2.6%		0.9%		0.6%					1.1%		1.1%	1.3%		
Don't know/refused	9	1	5		2		1	3	4	1	3	4	1	8		1		1	7	3	1	2	2	1

RIDERSHIP SURVEY 2021

Briefly, why do you say that?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni Riders	363	16	69	150	128	108	143	76	14	24	35	43	49	212	160	200	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%	100.0%	100.0%	100.0%
Pandemic will be over/Places will be open again/Will be able to meet	56	6	10	18	22	20	24	7	4	4	6	8	4	34	29	27	
	15.4%	37.5%	14.5%	12.0%	17.2%	18.5%	16.8%	9.2%	28.6%	16.7%	17.1%	18.6%	8.2%	16.0%	18.1%	13.5%	
Do Not Need To Go To Work Site/Downtown As Often	54	2	12	23	17	10	23	15		3	4	5	3	39	21	32	1
	14.9%	12.5%	17.4%	15.3%	13.3%	9.3%	16.1%	19.7%		12.5%	11.4%	11.6%	6.1%	18.4%	13.1%	16.0%	33.3%
Will use it as much after the pandemic as I did before the	46		7	19	20	16	19	7	2	3	7	7	4	25	30	16	
	12.7%		10.1%	12.7%	15.6%	14.8%	13.3%	9.2%	14.3%	12.5%	20.0%	16.3%	8.2%	11.8%	18.8%	8.0%	
Inadequate coverage/Too many transfers	40		4	19	17	14	16	6	1	1	3	3	6	27	21	17	2
	11.0%		5.8%	12.7%	13.3%	13.0%	11.2%	7.9%	7.1%	4.2%	8.6%	7.0%	12.2%	12.7%	13.1%	8.5%	66.7%
Need To Commute	37	2	3	23	9	7	11	13	3	4	2	6	6	19	16	20	1
	10.2%	12.5%	4.3%	15.3%	7.0%	6.5%	7.7%	17.1%	21.4%	16.7%	5.7%	14.0%	12.2%	9.0%	10.0%	10.0%	33.3%
No other option	27		4	9	14	16	7	2	2	3	7	5	3	9	9	18	
	7.4%		5.8%	6.0%	10.9%	14.8%	4.9%	2.6%	14.3%	12.5%	20.0%	11.6%	6.1%	4.2%	5.6%	9.0%	
Unsure about vaccine status of other riders/Other riders not	23		4	11	8	9	8	4		2	4	4	2	11	6	17	
	6.3%		5.8%	7.3%	6.3%	8.3%	5.6%	5.3%		8.3%	11.4%	9.3%	4.1%	5.2%	3.8%	8.5%	
Prefer to use my car/scooter/bike	14	1	7	6		3	7	3		1			3	10	6	8	
	3.9%	6.3%	10.1%	4.0%		2.8%	4.9%	3.9%		4.2%			6.1%	4.7%	3.8%	4.0%	
Have Concerns About Crime/Violence Onboard/At Stops	12		1	7	4	3	8				1		2	9	4	8	
	3.3%		1.4%	4.7%	3.1%	2.8%	5.6%				2.9%		4.1%	4.2%	2.5%	4.0%	
Have Moved/Changed Jobs	9	1	3	4	1	1	3	4	1		1		2	6	5	4	
	2.5%	6.3%	4.3%	2.7%	0.8%	0.9%	2.1%	5.3%	7.1%		2.9%		4.1%	2.8%	3.1%	2.0%	
Discovered alternatives to Muni	9	1	2	3	3	2	3	2		1			3	5	2	7	
	2.5%	6.3%	2.9%	2.0%	2.3%	1.9%	2.1%	2.6%		4.2%			6.1%	2.4%	1.3%	3.5%	
It's Unreliable	8		4		4	1	5	1	1				2	6	5	3	
	2.2%		5.8%		3.1%	0.9%	3.5%	1.3%	7.1%				4.1%	2.8%	3.1%	1.5%	
It'S Dirty	7	1	2	2	2		5		1				1	6	4	3	
	1.9%	6.3%	2.9%	1.3%	1.6%		3.5%		7.1%				2.0%	2.8%	2.5%	1.5%	
Cost effective	7		4	2	1	4	2	1				1	3	3	3	4	
	1.9%		5.8%	1.3%	0.8%	3.7%	1.4%	1.3%				2.3%	6.1%	1.4%	1.9%	2.0%	
Have Concerns About Homeless On Bus	6	1	1	3	1	1	1	2	1			1		5	1	5	
	1.7%	6.3%	1.4%	2.0%	0.8%	0.9%	0.7%	2.6%	7.1%			2.3%		2.4%	0.6%	2.5%	
Overcrowded	6	1	2	2	1	1	3	2			1	2		3	1	5	
	1.7%	6.3%	2.9%	1.3%	0.8%	0.9%	2.1%	2.6%			2.9%	4.7%		1.4%	0.6%	2.5%	
Convenient	6	1		3	2	1	4	1					3	3	5	1	
	1.7%	6.3%		2.0%	1.6%	0.9%	2.8%	1.3%					6.1%	1.4%	3.1%	0.5%	
Easier/Cheaper than parking	6		2	3	1	1	1	4		1	1		1	3	3	3	
	1.7%		2.9%	2.0%	0.8%	0.9%	0.7%	5.3%		4.2%	2.9%		2.0%	1.4%	1.9%	1.5%	
Unsure About Route Coverage Post-Pandemic	6	-	2	2	2	4	1	1			1	1		4	2	4	
	1.7%		2.9%	1.3%	1.6%	3.7%	0.7%	1.3%			2.9%	2.3%		1.9%	1.3%	2.0%	
Closes too early/Closes too late	4	1	1		2	2		2					1	3		4	
	1.1%	6.3%	1.4%		1.6%	1.9%		2.6%					2.0%	1.4%		2.0%	
Good for the environment	4		1	2	1	2		2					1	3	2	2	
	1.1%		1.4%	1.3%	0.8%	1.9%		2.6%					2.0%	1.4%	1.3%	1.0%	
It's Expensive	3		1	2			1	2				1	2			3	
	0.8%		1.4%	1.3%			0.7%	2.6%				2.3%	4.1%			1.5%	
It's Slow/Trips Take Too Long	3		1	1	1	2			1				2	1	2	1	
	0.8%		1.4%	0.7%	0.8%	1.9%			7.1%				4.1%	0.5%	1.3%	0.5%	
Physical impairment-difficult to board/ride	3				3	1	1			1		2				3	
	0.8%				2.3%	0.9%	0.7%			4.2%		4.7%				1.5%	
Uncrowded	3			1	2		3					2		1		3	
	0.8%			0.7%	1.6%		2.1%					4.7%		0.5%		1.5%	
Can park at work	2	-		2		1	1						1	1	1	1	
	0.6%			1.3%		0.9%	0.7%						2.0%	0.5%	0.6%	0.5%	
Do Not Need To Travel As Much	1	-			1		1						1			1	
	0.3%				0.8%		0.7%						2.0%			0.5%	
Live/Work closer to other public transit	1	-		1				1						1	1		
	0.3%			0.7%				1.3%						0.5%	0.6%		
Don't need to travel as much	1	-	1				1							1		1	
	0.3%		1.4%				0.7%							0.5%		0.5%	
Better employee helpfulness/professionalism/discipli	1	-			1		1						1		1		
	0.3%				0.8%		0.7%						2.0%		0.6%		
Better enforcement (senior/disabled seating, fare	1	-			1		1						1		1		
	0.3%				0.8%		0.7%						2.0%		0.6%		
Too infrequent	1	-		1				1						1		1	
	0.3%			0.7%				1.3%						0.5%		0.5%	
Can Ride For Free	1	-		1		1							1			1	
	0.3%			0.7%		0.9%							2.0%			0.5%	
Fast	1	-			1	1								1		1	
	0.3%				0.8%	0.9%								0.5%		0.5%	
Clean	1	-			1		1					1				1	
	0.3%				0.8%		0.7%					2.3%				0.5%	
General-Don't Use Public Transit	2	1		1		1	1							2		2	
	0.6%	6.3%		0.7%		0.9%	0.7%							0.9%		1.0%	
Don't know/refused	9		2	2	5	2	3	3				1	2	6	3	5	1

COREY, CANAPARY & GALANIS RESEARCH

Table Q6

RIDERSHIP SURVEY 2021

Do concerns about COVID-19 make you less likely to ride Muni right now?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	372	159	101	38	70	38	66	41	135	40	170	118	43	355	9	8	103	72	105	82	97	78	73	37
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	155	58	39	18	39	6	16	12	62	10	71	52	21	145	6	4	43	25	28	37	28	32	35	21
	41.7%	36.5%	38.6%	47.4%	55.7%	15.8%	24.2%	29.3%	45.9%	25.0%	41.8%	44.1%	48.8%	40.8%	66.7%	50.0%	41.7%	34.7%	26.7%	45.1%	28.9%	41.0%	47.9%	56.8%
Somewhat	90	44	26	8	11	8	19	13	33	13	38	28	11	87	1	2	24	20	29	21	28	26	8	4
	24.2%	27.7%	25.7%	21.1%	15.7%	21.1%	28.8%	31.7%	24.4%	32.5%	22.4%	23.7%	25.6%	24.5%	11.1%	25.0%	23.3%	27.8%	27.6%	25.6%	28.9%	33.3%	11.0%	10.8%
No	127	57	36	12	20	24	31	16	40	17	61	38	11	123	2	2	36	27	48	24	41	20	30	12
	34.1%	35.8%	35.6%	31.6%	28.6%	63.2%	47.0%	39.0%	29.6%	42.5%	35.9%	32.2%	25.6%	34.6%	22.2%	25.0%	35.0%	37.5%	45.7%	29.3%	42.3%	25.6%	41.1%	32.4%
Don't know/refused	2	1	-	1	-	1	-	-	-	-	2	-	-	2	-	-	1	-	-	-	-	-	-	2

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Do concerns about COVID-19 make you less likely to ride Muni right now?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	372	17	70	152	133	109	147	79	14	24	34	44	51	219	162	206	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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	155	6	31	71	47	30	66	41	5	12	8	16	19	100	60	94	1
	41.7%	35.3%	44.3%	46.7%	35.3%	27.5%	44.9%	51.9%	35.7%	50.0%	23.5%	36.4%	37.3%	45.7%	37.0%	45.6%	25.0%
Somewhat	90	4	12	38	36	37	32	14	4	3	12	14	11	50	36	52	2
	24.2%	23.5%	17.1%	25.0%	27.1%	33.9%	21.8%	17.7%	28.6%	12.5%	35.3%	31.8%	21.6%	22.8%	22.2%	25.2%	50.0%
No	127	7	27	43	50	42	49	24	5	9	14	14	21	69	66	60	1
	34.1%	41.2%	38.6%	28.3%	37.6%	38.5%	33.3%	30.4%	35.7%	37.5%	41.2%	31.8%	41.2%	31.5%	40.7%	29.1%	25.0%
Don't know/refused	2	-	1	1	-	2	-	-	-	-	1	-	-	1	1	1	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Overall, how would you rate Muni's service?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	373	160	101	39	69	39	66	41	135	40	172	118	43	356	9	8	104	72	105	82	96	78	73	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	40	21	11	4	4	3	12	5	12	40		-	-	37	3		11	10	11	11	10	12	2	5
	10.7%	13.1%	10.9%	10.3%	5.8%	7.7%	18.2%	12.2%	8.9%	100.0%				10.4%	33.3%		10.6%	13.9%	10.5%	13.4%	10.4%	15.4%	2.7%	12.8%
Good (3)	172	61	48	22	38	24	18	26	63	-	172	-	-	166	2	4	39	37	55	34	52	37	30	17
	46.1%	38.1%	47.5%	56.4%	55.1%	61.5%	27.3%	63.4%	46.7%		100.0%			46.6%	22.2%	50.0%	37.5%	51.4%	52.4%	41.5%	54.2%	47.4%	41.1%	43.6%
Fair (2)	118	56	32	9	21	10	30	8	39		-	118	-	111	4	3	39	19	29	28	24	22	26	16
	31.6%	35.0%	31.7%	23.1%	30.4%	25.6%	45.5%	19.5%	28.9%			100.0%		31.2%	44.4%	37.5%	37.5%	26.4%	27.6%	34.1%	25.0%	28.2%	35.6%	41.0%
Poor (1)	43	22	10	4	6	2	6	2	21				43	42	-	1	15	6	10	9	10	7	15	1
	11.5%	13.8%	9.9%	10.3%	8.7%	5.1%	9.1%	4.9%	15.6%				100.0%	11.8%		12.5%	14.4%	8.3%	9.5%	11.0%	10.4%	9.0%	20.5%	2.6%
Don't know/refused	1	-	-	-	1					-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
MEAN	2.56	2.51	2.59	2.67	2.58	2.72	2.55	2.83	2.49	4.00	3.00	2.00	1.00	2.56	2.89	2.38	2.44	2.71	2.64	2.57	2.65	2.69	2.26	2.67

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Overall, how would you rate Muni's service?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	373	17	70	153	133	111	147	78	14	24	35	44	51	219	162	207	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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)	40	5	5	16	14	16	15	6	2	6	5	6	6	17	12	28	-
	10.7%	29.4%	7.1%	10.5%	10.5%	14.4%	10.2%	7.7%	14.3%	25.0%	14.3%	13.6%	11.8%	7.8%	7.4%	13.5%	
Good (3)	172	9	31	65	67	54	64	36	6	9	21	19	20	103	77	93	2
	46.1%	52.9%	44.3%	42.5%	50.4%	48.6%	43.5%	46.2%	42.9%	37.5%	60.0%	43.2%	39.2%	47.0%	47.5%	44.9%	50.0%
Fair (2)	118	3	24	52	39	31	51	23	5	8	9	13	14	74	48	69	1
	31.6%	17.6%	34.3%	34.0%	29.3%	27.9%	34.7%	29.5%	35.7%	33.3%	25.7%	29.5%	27.5%	33.8%	29.6%	33.3%	25.0%
Poor (1)	43	-	10	20	13	10	17	13	1	1	-	6	11	25	25	17	1
	11.5%		14.3%	13.1%	9.8%	9.0%	11.6%	16.7%	7.1%	4.2%		13.6%	21.6%	11.4%	15.4%	8.2%	25.0%
Don't know/refused	1	-	1	-	-	-	-	1	-	-	-	-	-	1	1	-	-
MEAN	2.56	3.12	2.44	2.50	2.62	2.68	2.52	2.45	2.64	2.83	2.89	2.57	2.41	2.51	2.47	2.64	2.25

COREY, CANAPARY & GALANIS RESEARCH

Table Q8

RIDERSHIP SURVEY 2021

Providing reliability (on-time performance)

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	364	157	99	39	65	39	65	41	130	38	167	117	41	347	9	8	104	70	101	78	96	76	72	38
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	33	13	9	5	6	1	11	5	7	16	8	6	2	30	3		12	5	7	8	9	8	4	3
	9.1%	8.3%	9.1%	12.8%	9.2%	2.6%	16.9%	12.2%	5.4%	42.1%	4.8%	5.1%	4.9%	8.6%	33.3%		11.5%	7.1%	6.9%	10.3%	9.4%	10.5%	5.6%	7.9%
Good (3)	121	45	38	12	24	17	14	13	49	17	86	17	1	113	3	5	31	28	34	31	30	28	17	14
	33.2%	28.7%	38.4%	30.8%	36.9%	43.6%	21.5%	31.7%	37.7%	44.7%	51.5%	14.5%	2.4%	32.6%	33.3%	62.5%	29.8%	40.0%	33.7%	39.7%	31.3%	36.8%	23.6%	36.8%
Fair (2)	132	58	32	17	23	13	24	12	51	4	59	60	9	126	3	3	36	27	37	24	37	24	31	15
	36.3%	36.9%	32.3%	43.6%	35.4%	33.3%	36.9%	29.3%	39.2%	10.5%	35.3%	51.3%	22.0%	36.3%	33.3%	37.5%	34.6%	38.6%	36.6%	30.8%	38.5%	31.6%	43.1%	39.5%
Poor (1)	78	41	20	5	12	8	16	11	23	1	14	34	29	78	-		25	10	23	15	20	16	20	6
	21.4%	26.1%	20.2%	12.8%	18.5%	20.5%	24.6%	26.8%	17.7%	2.6%	8.4%	29.1%	70.7%	22.5%			24.0%	14.3%	22.8%	19.2%	20.8%	21.1%	27.8%	15.8%
Don't know/refused	10	3	2	-	5	-	1	-	5	2	5	1	2	10	-	-	-	2	4	4	1	2	1	1
MEAN	2.30	2.19	2.36	2.44	2.37	2.28	2.31	2.29	2.31	3.26	2.53	1.96	1.41	2.27	3.00	2.63	2.29	2.40	2.25	2.41	2.29	2.37	2.07	2.37

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Providing reliability (on-time performance)

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	364	17	68	149	130	107	146	76	14	22	34	44	50	214	160	201	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%	100.0%	100.0%	100.0%
Excellent (4)	33	2	6	14	11	10	10	8	4	4	2	2	7	18	16	17	-
	9.1%	11.8%	8.8%	9.4%	8.5%	9.3%	6.8%	10.5%	28.6%	18.2%	5.9%	4.5%	14.0%	8.4%	10.0%	8.5%	
Good (3)	121	7	27	48	39	39	41	29	5	7	14	17	12	71	50	69	2
	33.2%	41.2%	39.7%	32.2%	30.0%	36.4%	28.1%	38.2%	35.7%	31.8%	41.2%	38.6%	24.0%	33.2%	31.3%	34.3%	66.7%
Fair (2)	132	6	23	45	58	32	67	22	4	10	12	17	19	74	53	78	1
	36.3%	35.3%	33.8%	30.2%	44.6%	29.9%	45.9%	28.9%	28.6%	45.5%	35.3%	38.6%	38.0%	34.6%	33.1%	38.8%	33.3%
Poor (1)	78	2	12	42	22	26	28	17	1	1	6	8	12	51	41	37	-
	21.4%	11.8%	17.6%	28.2%	16.9%	24.3%	19.2%	22.4%	7.1%	4.5%	17.6%	18.2%	24.0%	23.8%	25.6%	18.4%	
Don't know/refused	10	-	3	4	3	4	1	3	-	2	1	-	1	6	3	6	1
MEAN	2.30	2.53	2.40	2.23	2.30	2.31	2.23	2.37	2.86	2.64	2.35	2.30	2.28	2.26	2.26	2.33	2.67

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Providing frequent service

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	366	156	100	39	67	39	65	41	130	39	166	118	43	350	9	7	102	70	103	81	95	75	71	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	35	13	8	7	7	3	9	6	9	16	14	4	1	34	1	-	12	7	8	9	11	8	3	3
	9.6%	8.3%	8.0%	17.9%	10.4%	7.7%	13.8%	14.6%	6.9%	41.0%	8.4%	3.4%	2.3%	9.7%	11.1%		11.8%	10.0%	7.8%	11.1%	11.6%	10.7%	4.2%	7.7%
Good (3)	128	53	36	13	24	19	20	13	42	20	85	22	1	117	7	4	33	28	33	34	30	28	19	15
	35.0%	34.0%	36.0%	33.3%	35.8%	48.7%	30.8%	31.7%	32.3%	51.3%	51.2%	18.6%	2.3%	33.4%	77.8%	57.1%	32.4%	40.0%	32.0%	42.0%	31.6%	37.3%	26.8%	38.5%
Fair (2)	143	55	41	15	30	12	23	16	56	3	59	67	14	140	-	3	37	27	43	31	39	27	30	16
	39.1%	35.3%	41.0%	38.5%	44.8%	30.8%	35.4%	39.0%	43.1%	7.7%	35.5%	56.8%	32.6%	40.0%		42.9%	36.3%	38.6%	41.7%	38.3%	41.1%	36.0%	42.3%	41.0%
Poor (1)	60	35	15	4	6	5	13	6	23	-	8	25	27	59	1	-	20	8	19	7	15	12	19	5
	16.4%	22.4%	15.0%	10.3%	9.0%	12.8%	20.0%	14.6%	17.7%		4.8%	21.2%	62.8%	16.9%	11.1%		19.6%	11.4%	18.4%	8.6%	15.8%	16.0%	26.8%	12.8%
Don't know/refused	8	4	1	-	3	-	1	-	5	1	6	-	-	7	-	1	2	2	2	1	2	3	2	-
MEAN	2.38	2.28	2.37	2.59	2.48	2.51	2.38	2.46	2.28	3.33	2.63	2.04	1.44	2.36	2.89	2.57	2.36	2.49	2.29	2.56	2.39	2.43	2.08	2.41

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Providing frequent service

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	366	17	70	150	129	108	145	77	14	23	34	43	51	215	160	202	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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)	35	3	9	11	12	13	12	7	3	4	3	3	8	17	16	19	-
	9.6%	17.6%	12.9%	7.3%	9.3%	12.0%	8.3%	9.1%	21.4%	17.4%	8.8%	7.0%	15.7%	7.9%	10.0%	9.4%	
Good (3)	128	7	26	52	43	40	47	29	4	12	15	22	12	67	56	71	1
	35.0%	41.2%	37.1%	34.7%	33.3%	37.0%	32.4%	37.7%	28.6%	52.2%	44.1%	51.2%	23.5%	31.2%	35.0%	35.1%	25.0%
Fair (2)	143	7	23	61	52	39	60	31	6	6	12	8	21	96	61	79	3
	39.1%	41.2%	32.9%	40.7%	40.3%	36.1%	41.4%	40.3%	42.9%	26.1%	35.3%	18.6%	41.2%	44.7%	38.1%	39.1%	75.0%
Poor (1)	60	-	12	26	22	16	26	10	1	1	4	10	10	35	27	33	-
	16.4%		17.1%	17.3%	17.1%	14.8%	17.9%	13.0%	7.1%	4.3%	11.8%	23.3%	19.6%	16.3%	16.9%	16.3%	
Don't know/refused	8	-	1	3	4	3	2	2	-	1	1	1	-	5	3	5	-
MEAN	2.38	2.76	2.46	2.32	2.35	2.46	2.31	2.43	2.64	2.83	2.50	2.42	2.35	2.31	2.38	2.38	2.25

COREY, CANAPARY & GALANIS RESEARCH

Table Q10

RIDERSHIP SURVEY 2021

Cleaning Muni vehicles

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Muni Riders	268	126	77	27	34	39	64	40	125	32	126	84	26	256	6	6	98	70	100	58	80	55	45	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	35	14	12	5	4	3	8	6	18	12	18	4	1	34	1		9	12	14	6	10	13	4	2
	13.1%	11.1%	15.6%	18.5%	11.8%	7.7%	12.5%	15.0%	14.4%	37.5%	14.3%	4.8%	3.8%	13.3%	16.7%		9.2%	17.1%	14.0%	10.3%	12.5%	23.6%	8.9%	7.1%
Good (3)	127	59	37	14	16	17	30	20	60	15	71	35	6	121	3	3	35	43	49	30	40	20	23	14
	47.4%	46.8%	48.1%	51.9%	47.1%	43.6%	46.9%	50.0%	48.0%	46.9%	56.3%	41.7%	23.1%	47.3%	50.0%	50.0%	35.7%	61.4%	49.0%	51.7%	50.0%	36.4%	51.1%	50.0%
Fair (2)	79	37	21	6	12	13	22	10	34	5	32	34	8	75	2	2	38	11	30	17	25	14	13	9
	29.5%	29.4%	27.3%	22.2%	35.3%	33.3%	34.4%	25.0%	27.2%	15.6%	25.4%	40.5%	30.8%	29.3%	33.3%	33.3%	38.8%	15.7%	30.0%	29.3%	31.3%	25.5%	28.9%	32.1%
Poor (1)	27	16	7	2	2	6	4	4	13	-	5	11	11	26	-	1	16	4	7	5	5	8	5	3
	10.1%	12.7%	9.1%	7.4%	5.9%	15.4%	6.3%	10.0%	10.4%		4.0%	13.1%	42.3%	10.2%		16.7%	16.3%	5.7%	7.0%	8.6%	6.3%	14.5%	11.1%	10.7%
Don't know/refused	13	7	4	-	2	-	2	1	10	-	5	3	5	13	-	-	6	2	5	2	2	6	2	-
MEAN	2.63	2.56	2.70	2.81	2.65	2.44	2.66	2.70	2.66	3.22	2.81	2.38	1.88	2.64	2.83	2.33	2.38	2.90	2.70	2.64	2.69	2.69	2.58	2.54

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Cleaning Muni vehicles

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/BLNK
BASE - Current Muni Riders	268	12	42	107	107	86	112	48	9	18	29	34	38	149	127	139	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Excellent (4)	35	2	7	12	14	11	17	5	1	4	7	5	2	17	17	18	-
	13.1%	16.7%	16.7%	11.2%	13.1%	12.8%	15.2%	10.4%	11.1%	22.2%	24.1%	14.7%	5.3%	11.4%	13.4%	12.9%	
Good (3)	127	3	16	44	64	43	53	22	4	7	17	17	12	74	65	61	1
	47.4%	25.0%	38.1%	41.1%	59.8%	50.0%	47.3%	45.8%	44.4%	38.9%	58.6%	50.0%	31.6%	49.7%	51.2%	43.9%	50.0%
Fair (2)	79	6	12	38	23	27	30	15	3	6	5	6	16	46	31	47	1
	29.5%	50.0%	28.6%	35.5%	21.5%	31.4%	26.8%	31.3%	33.3%	33.3%	17.2%	17.6%	42.1%	30.9%	24.4%	33.8%	50.0%
Poor (1)	27	1	7	13	6	5	12	6	1	1	-	6	8	12	14	13	-
	10.1%	8.3%	16.7%	12.1%	5.6%	5.8%	10.7%	12.5%	11.1%	5.6%		17.6%	21.1%	8.1%	11.0%	9.4%	
Don't know/refused	13	-	-	8	5	5	2	2	1	1	1	1	2	8	2	10	1
MEAN	2.63	2.50	2.55	2.51	2.80	2.70	2.67	2.54	2.56	2.78	3.07	2.62	2.21	2.64	2.67	2.60	2.50

COREY, CANAPARY & GALANIS RESEARCH

Table Q11

RIDERSHIP SURVEY 2021

Managing crowding

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Muni Riders	270	132	76	25	33	39	63	41	127	31	123	86	30	258	6	6	103	69	98	56	78	58	47	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	17	8	2	1	5	3	4	2	8	7	10	-	-	16	1	-	4	6	7	6	3	3	3	2
	6.3%	6.1%	2.6%	4.0%	15.2%	7.7%	6.3%	4.9%	6.3%	22.6%	8.1%			6.2%	16.7%		3.9%	8.7%	7.1%	10.7%	3.8%	5.2%	6.4%	7.1%
Good (3)	85	32	30	13	8	11	17	13	44	14	48	21	2	82	2	1	25	26	34	24	26	15	13	7
	31.5%	24.2%	39.5%	52.0%	24.2%	28.2%	27.0%	31.7%	34.6%	45.2%	39.0%	24.4%	6.7%	31.8%	33.3%	16.7%	24.3%	37.7%	34.7%	42.9%	33.3%	25.9%	27.7%	25.0%
Fair (2)	97	51	26	7	12	16	26	13	42	8	48	33	8	91	3	3	37	26	34	20	30	20	16	10
	35.9%	38.6%	34.2%	28.0%	36.4%	41.0%	41.3%	31.7%	33.1%	25.8%	39.0%	38.4%	26.7%	35.3%	50.0%	50.0%	35.9%	37.7%	34.7%	35.7%	38.5%	34.5%	34.0%	35.7%
Poor (1)	71	41	18	4	8	9	16	13	33	2	17	32	20	69	-	2	37	11	23	6	19	20	15	9
	26.3%	31.1%	23.7%	16.0%	24.2%	23.1%	25.4%	31.7%	26.0%	6.5%	13.8%	37.2%	66.7%	26.7%		33.3%	35.9%	15.9%	23.5%	10.7%	24.4%	34.5%	31.9%	32.1%
Don't know/refused	11	1	5	2	3	-	3	-	8	1	8	1	1	11	-	-	1	3	7	4	4	3	-	-
MEAN	2.18	2.05	2.21	2.44	2.30	2.21	2.14	2.10	2.21	2.84	2.41	1.87	1.40	2.17	2.67	1.83	1.96	2.39	2.26	2.54	2.17	2.02	2.09	2.07

COREY, CANAPARY & GALANIS RESEARCH

Table Q11

RIDERSHIP SURVEY 2021

Managing crowding

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Current Muni Riders	270	12	41	111	106	84	111	50	9	17	27	34	40	152	124	143	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%	100.0%	100.0%	100.0%
Excellent (4)	17	1	3	6	7	4	9	2	1	2	2	3	1	9	7	10	-
	6.3%	8.3%	7.3%	5.4%	6.6%	4.8%	8.1%	4.0%	11.1%	11.8%	7.4%	8.8%	2.5%	5.9%	5.6%	7.0%	
Good (3)	85	5	15	30	35	27	43	8	4	4	8	10	16	47	47	38	-
	31.5%	41.7%	36.6%	27.0%	33.0%	32.1%	38.7%	16.0%	44.4%	23.5%	29.6%	29.4%	40.0%	30.9%	37.9%	26.6%	
Fair (2)	97	3	14	35	45	32	36	22	2	9	11	9	12	56	39	55	3
	35.9%	25.0%	34.1%	31.5%	42.5%	38.1%	32.4%	44.0%	22.2%	52.9%	40.7%	26.5%	30.0%	36.8%	31.5%	38.5%	100.0%
Poor (1)	71	3	9	40	19	21	23	18	2	2	6	12	11	40	31	40	-
	26.3%	25.0%	22.0%	36.0%	17.9%	25.0%	20.7%	36.0%	22.2%	11.8%	22.2%	35.3%	27.5%	26.3%	25.0%	28.0%	
Don't know/refused	11	-	1	4	6	7	3	-	1	2	3	1	-	5	5	6	-
MEAN	2.18	2.33	2.29	2.02	2.28	2.17	2.34	1.88	2.44	2.35	2.22	2.12	2.18	2.16	2.24	2.13	2.00

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Helpful drivers/operators

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Muni Riders	263	125	76	25	33	39	65	37	122	31	124	81	27	251	6	6	100	66	97	57	79	57	42	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	66	28	17	9	11	6	18	7	35	16	35	10	5	64	2		21	22	23	14	23	14	9	6
	25.1%	22.4%	22.4%	36.0%	33.3%	15.4%	27.7%	18.9%	28.7%	51.6%	28.2%	12.3%	18.5%	25.5%	33.3%		21.0%	33.3%	23.7%	24.6%	29.1%	24.6%	21.4%	23.1%
Good (3)	117	51	38	12	14	13	32	20	52	11	62	41	3	111	2	4	38	28	51	25	33	22	19	16
	44.5%	40.8%	50.0%	48.0%	42.4%	33.3%	49.2%	54.1%	42.6%	35.5%	50.0%	50.6%	11.1%	44.2%	33.3%	66.7%	38.0%	42.4%	52.6%	43.9%	41.8%	38.6%	45.2%	61.5%
Fair (2)	62	38	14	3	7	16	12	9	25	3	22	29	8	58	2	2	36	11	15	14	16	16	12	4
	23.6%	30.4%	18.4%	12.0%	21.2%	41.0%	18.5%	24.3%	20.5%	9.7%	17.7%	35.8%	29.6%	23.1%	33.3%	33.3%	36.0%	16.7%	15.5%	24.6%	20.3%	28.1%	28.6%	15.4%
Poor (1)	18	8	7	1	1	4	3	1	10	1	5	1	11	18	-	-	5	5	8	4	7	5	2	-
	6.8%	6.4%	9.2%	4.0%	3.0%	10.3%	4.6%	2.7%	8.2%	3.2%	4.0%	1.2%	40.7%	7.2%			5.0%	7.6%	8.2%	7.0%	8.9%	8.8%	4.8%	
Don't know/refused	18	8	5	2	3	-	1	4	13	1	7	6	4	18	-	-	4	6	8	3	3	4	5	2
MEAN	2.88	2.79	2.86	3.16	3.06	2.54	3.00	2.89	2.92	3.35	3.02	2.74	2.07	2.88	3.00	2.67	2.75	3.02	2.92	2.86	2.91	2.79	2.83	3.08

COREY, CANAPARY & GALANIS RESEARCH

Table Q12

RIDERSHIP SURVEY 2021

Helpful drivers/operators

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/BLNK
BASE - Current Muni Riders	263	12	39	108	104	83	110	47	9	18	28	33	37	147	121	139	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%	100.0%	100.0%	100.0%
Excellent (4)	66	2	12	25	27	19	33	8	4	4	8	10	9	35	30	35	1
	25.1%	16.7%	30.8%	23.1%	26.0%	22.9%	30.0%	17.0%	44.4%	22.2%	28.6%	30.3%	24.3%	23.8%	24.8%	25.2%	33.3%
Good (3)	117	7	16	44	50	43	48	22	1	8	13	12	17	67	52	65	-
	44.5%	58.3%	41.0%	40.7%	48.1%	51.8%	43.6%	46.8%	11.1%	44.4%	46.4%	36.4%	45.9%	45.6%	43.0%	46.8%	
Fair (2)	62	3	7	30	22	15	23	12	3	6	5	8	8	35	28	33	1
	23.6%	25.0%	17.9%	27.8%	21.2%	18.1%	20.9%	25.5%	33.3%	33.3%	17.9%	24.2%	21.6%	23.8%	23.1%	23.7%	33.3%
Poor (1)	18	-	4	9	5	6	6	5	1	-	2	3	3	10	11	6	1
	6.8%		10.3%	8.3%	4.8%	7.2%	5.5%	10.6%	11.1%		7.1%	9.1%	8.1%	6.8%	9.1%	4.3%	33.3%
Don't know/refused	18	-	3	7	8	8	4	3	1	1	2	2	3	10	8	10	-
MEAN	2.88	2.92	2.92	2.79	2.95	2.90	2.98	2.70	2.89	2.89	2.96	2.88	2.86	2.86	2.83	2.93	2.33

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Communicating with the public

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	353	153	96	39	61	37	63	39	128	40	161	110	42	341	8	4	98	70	99	74	94	74	71	36
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	44	15	11	8	8	5	7	6	17	14	27	3	-	44	-	-	13	14	8	7	17	13	4	2
	12.5%	9.8%	11.5%	20.5%	13.1%	13.5%	11.1%	15.4%	13.3%	35.0%	16.8%	2.7%		12.9%			13.3%	20.0%	8.1%	9.5%	18.1%	17.6%	5.6%	5.6%
Good (3)	131	57	40	12	22	12	28	15	43	19	71	34	7	124	5	2	30	23	45	33	35	27	19	16
	37.1%	37.3%	41.7%	30.8%	36.1%	32.4%	44.4%	38.5%	33.6%	47.5%	44.1%	30.9%	16.7%	36.4%	62.5%	50.0%	30.6%	32.9%	45.5%	44.6%	37.2%	36.5%	26.8%	44.4%
Fair (2)	113	50	28	14	20	11	23	14	42	7	51	45	10	110	2	1	34	20	36	21	27	24	29	12
	32.0%	32.7%	29.2%	35.9%	32.8%	29.7%	36.5%	35.9%	32.8%	17.5%	31.7%	40.9%	23.8%	32.3%	25.0%	25.0%	34.7%	28.6%	36.4%	28.4%	28.7%	32.4%	40.8%	33.3%
Poor (1)	65	31	17	5	11	9	5	4	26	-	12	28	25	63	1	1	21	13	10	13	15	10	19	6
	18.4%	20.3%	17.7%	12.8%	18.0%	24.3%	7.9%	10.3%	20.3%		7.5%	25.5%	59.5%	18.5%	12.5%	25.0%	21.4%	18.6%	10.1%	17.6%	16.0%	13.5%	26.8%	16.7%
Don't know/refused	21	7	5	-	9	2	3	2	7	-	11	8	1	16	1	4	6	2	6	8	3	4	2	3
MEAN	2.44	2.37	2.47	2.59	2.44	2.35	2.59	2.59	2.40	3.18	2.70	2.11	1.57	2.44	2.50	2.25	2.36	2.54	2.52	2.46	2.57	2.58	2.11	2.39

COREY, CANAPARY & GALANIS RESEARCH

Table Q13

RIDERSHIP SURVEY 2021

Communicating with the public

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	353	17	62	148	126	105	143	71	13	23	34	41	49	206	157	192	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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)	44	4	7	15	18	15	16	8	2	2	5	7	3	27	20	24	-
	12.5%	23.5%	11.3%	10.1%	14.3%	14.3%	11.2%	11.3%	15.4%	8.7%	14.7%	17.1%	6.1%	13.1%	12.7%	12.5%	
Good (3)	131	6	32	45	48	43	57	22	5	11	18	15	17	70	61	69	1
	37.1%	35.3%	51.6%	30.4%	38.1%	41.0%	39.9%	31.0%	38.5%	47.8%	52.9%	36.6%	34.7%	34.0%	38.9%	35.9%	25.0%
Fair (2)	113	5	13	58	37	33	42	26	4	6	7	14	19	67	46	66	1
	32.0%	29.4%	21.0%	39.2%	29.4%	31.4%	29.4%	36.6%	30.8%	26.1%	20.6%	34.1%	38.8%	32.5%	29.3%	34.4%	25.0%
Poor (1)	65	2	10	30	23	14	28	15	2	4	4	5	10	42	30	33	2
	18.4%	11.8%	16.1%	20.3%	18.3%	13.3%	19.6%	21.1%	15.4%	17.4%	11.8%	12.2%	20.4%	20.4%	19.1%	17.2%	50.0%
Don't know/refused	21	-	9	5	7	6	4	8	1	1	1	3	2	14	6	15	-
MEAN	2.44	2.71	2.58	2.30	2.48	2.56	2.43	2.32	2.54	2.48	2.71	2.59	2.27	2.40	2.45	2.44	1.75

COREY, CANAPARY & GALANIS RESEARCH

Table Q14

RIDERSHIP SURVEY 2021

Providing accurate arrival estimates

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Current Muni Riders	274	130	79	26	35	39	66	38	131	31	126	87	30	263	6	5	103	70	101	56	80	60	47	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	39	16	14	3	5	5	11	3	20	11	22	5	1	35	4	-	14	11	14	8	15	9	3	4
	14.2%	12.3%	17.7%	11.5%	14.3%	12.8%	16.7%	7.9%	15.3%	35.5%	17.5%	5.7%	3.3%	13.3%	66.7%		13.6%	15.7%	13.9%	14.3%	18.8%	15.0%	6.4%	14.3%
Good (3)	83	39	24	9	9	12	14	16	41	16	47	17	3	78	1	4	29	22	32	23	21	19	10	9
	30.3%	30.0%	30.4%	34.6%	25.7%	30.8%	21.2%	42.1%	31.3%	51.6%	37.3%	19.5%	10.0%	29.7%	16.7%	80.0%	28.2%	31.4%	31.7%	41.1%	26.3%	31.7%	21.3%	32.1%
Fair (2)	90	40	26	9	15	11	23	13	43	2	44	37	7	88	1	1	29	24	37	14	28	21	18	9
	32.8%	30.8%	32.9%	34.6%	42.9%	28.2%	34.8%	34.2%	32.8%	6.5%	34.9%	42.5%	23.3%	33.5%	16.7%	20.0%	28.2%	34.3%	36.6%	25.0%	35.0%	35.0%	38.3%	32.1%
Poor (1)	62	35	15	5	6	11	18	6	27	2	13	28	19	62	-	-	31	13	18	11	16	11	16	6
	22.6%	26.9%	19.0%	19.2%	17.1%	28.2%	27.3%	15.8%	20.6%	6.5%	10.3%	32.2%	63.3%	23.6%			30.1%	18.6%	17.8%	19.6%	20.0%	18.3%	34.0%	21.4%
Don't know/refused	7	3	2	1	1	-	-	3	4	1	5	-	1	6	-	1	1	2	4	4	2	1	-	-
MEAN	2.36	2.28	2.47	2.38	2.37	2.28	2.27	2.42	2.41	3.16	2.62	1.99	1.53	2.33	3.50	2.80	2.25	2.44	2.42	2.50	2.44	2.43	2.00	2.39

COREY, CANAPARY & GALANIS RESEARCH

Table Q14

RIDERSHIP SURVEY 2021

Providing accurate arrival estimates

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Current Muni Riders	274	12	41	114	107	86	112	50	10	17	29	33	40	155	127	144	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%	100.0%	100.0%	100.0%
Excellent (4)	39	2	6	18	13	15	13	7	2	6	5	1	7	20	14	25	-
	14.2%	16.7%	14.6%	15.8%	12.1%	17.4%	11.6%	14.0%	20.0%	35.3%	17.2%	3.0%	17.5%	12.9%	11.0%	17.4%	
Good (3)	83	2	15	33	33	27	35	12	4	4	6	15	10	48	37	45	1
	30.3%	16.7%	36.6%	28.9%	30.8%	31.4%	31.3%	24.0%	40.0%	23.5%	20.7%	45.5%	25.0%	31.0%	29.1%	31.3%	33.3%
Fair (2)	90	6	12	30	42	24	40	17	4	5	11	10	12	52	44	45	1
	32.8%	50.0%	29.3%	26.3%	39.3%	27.9%	35.7%	34.0%	40.0%	29.4%	37.9%	30.3%	30.0%	33.5%	34.6%	31.3%	33.3%
Poor (1)	62	2	8	33	19	20	24	14	-	2	7	7	11	35	32	29	1
	22.6%	16.7%	19.5%	28.9%	17.8%	23.3%	21.4%	28.0%		11.8%	24.1%	21.2%	27.5%	22.6%	25.2%	20.1%	33.3%
Don't know/refused	7	-	1	1	5	5	2	-	-	2	1	2	-	2	2	5	-
MEAN	2.36	2.33	2.46	2.32	2.37	2.43	2.33	2.24	2.80	2.82	2.31	2.30	2.33	2.34	2.26	2.46	2.00

COREY, CANAPARY & GALANIS RESEARCH

Table Q15

RIDERSHIP SURVEY 2021

Trips taking a reasonable amount of time

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	370	158	101	39	68	39	65	41	134	39	170	118	43	353	9	8	103	72	104	82	95	76	73	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	50	18	14	6	11	5	11	9	13	19	27	4	-	48	2	-	13	12	13	17	12	10	8	2
	13.5%	11.4%	13.9%	15.4%	16.2%	12.8%	16.9%	22.0%	9.7%	48.7%	15.9%	3.4%		13.6%	22.2%		12.6%	16.7%	12.5%	20.7%	12.6%	13.2%	11.0%	5.1%
Good (3)	161	65	51	18	25	20	35	15	58	16	91	46	8	156	3	2	41	36	51	37	50	32	26	15
	43.5%	41.1%	50.5%	46.2%	36.8%	51.3%	53.8%	36.6%	43.3%	41.0%	53.5%	39.0%	18.6%	44.2%	33.3%	25.0%	39.8%	50.0%	49.0%	45.1%	52.6%	42.1%	35.6%	38.5%
Fair (2)	111	51	24	12	24	9	14	12	43	4	45	54	8	102	3	6	30	17	31	20	23	27	21	18
	30.0%	32.3%	23.8%	30.8%	35.3%	23.1%	21.5%	29.3%	32.1%	10.3%	26.5%	45.8%	18.6%	28.9%	33.3%	75.0%	29.1%	23.6%	29.8%	24.4%	24.2%	35.5%	28.8%	46.2%
Poor (1)	48	24	12	3	8	5	5	5	20	-	7	14	27	47	1	-	19	7	9	8	10	7	18	4
	13.0%	15.2%	11.9%	7.7%	11.8%	12.8%	7.7%	12.2%	14.9%	-	4.1%	11.9%	62.8%	13.3%	11.1%		18.4%	9.7%	8.7%	9.8%	10.5%	9.2%	24.7%	10.3%
Don't know/refused	4	2	-	-	2	-	1	-	1	1	2	-	-	4	-	-	1	-	1	-	2	2	-	-
MEAN	2.58	2.49	2.66	2.69	2.57	2.64	2.80	2.68	2.48	3.38	2.81	2.34	1.56	2.58	2.67	2.25	2.47	2.74	2.65	2.77	2.67	2.59	2.33	2.38

COREY, CANAPARY & GALANIS RESEARCH

Table Q15

RIDERSHIP SURVEY 2021

Trips taking a reasonable amount of time

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	370	17	70	152	131	109	147	78	14	24	34	43	51	218	161	205	4
	100.0%	100.0%	100.0%	100.0%	100.0%	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)	50	4	10	17	19	18	18	10	4	4	6	6	8	26	19	31	-
	13.5%	23.5%	14.3%	11.2%	14.5%	16.5%	12.2%	12.8%	28.6%	16.7%	17.6%	14.0%	15.7%	11.9%	11.8%	15.1%	
Good (3)	161	9	23	64	65	50	67	32	7	9	18	22	17	95	77	82	2
	43.5%	52.9%	32.9%	42.1%	49.6%	45.9%	45.6%	41.0%	50.0%	37.5%	52.9%	51.2%	33.3%	43.6%	47.8%	40.0%	50.0%
Fair (2)	111	3	26	47	35	31	43	22	2	9	8	12	14	68	40	70	1
	30.0%	17.6%	37.1%	30.9%	26.7%	28.4%	29.3%	28.2%	14.3%	37.5%	23.5%	27.9%	27.5%	31.2%	24.8%	34.1%	25.0%
Poor (1)	48	1	11	24	12	10	19	14	1	2	2	3	12	29	25	22	1
	13.0%	5.9%	15.7%	15.8%	9.2%	9.2%	12.9%	17.9%	7.1%	8.3%	5.9%	7.0%	23.5%	13.3%	15.5%	10.7%	25.0%
Don't know/refused	4	-	1	1	2	2	-	1	-	-	1	1	-	2	2	2	-
MEAN	2.58	2.94	2.46	2.49	2.69	2.70	2.57	2.49	3.00	2.63	2.82	2.72	2.41	2.54	2.56	2.60	2.25

COREY, CANAPARY & GALANIS RESEARCH

Table Q16

RIDERSHIP SURVEY 2021

Providing access for people with disabilities

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	308	130	87	34	53	37	59	32	105	36	144	98	29	293	9	6	87	62	84	70	79	59	61	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	94	33	28	10	21	9	20	10	30	25	47	21	1	88	5	1	28	23	18	22	25	19	11	15
	30.5%	25.4%	32.2%	29.4%	39.6%	24.3%	33.9%	31.3%	28.6%	69.4%	32.6%	21.4%	3.4%	30.0%	55.6%	16.7%	32.2%	37.1%	21.4%	31.4%	31.6%	32.2%	18.0%	42.9%
Good (3)	149	63	39	17	28	17	28	14	56	4	82	53	9	142	2	5	37	26	52	32	41	25	36	14
	48.4%	48.5%	44.8%	50.0%	52.8%	45.9%	47.5%	43.8%	53.3%	11.1%	56.9%	54.1%	31.0%	48.5%	22.2%	83.3%	42.5%	41.9%	61.9%	45.7%	51.9%	42.4%	59.0%	40.0%
Fair (2)	50	24	17	6	3	7	10	8	14	6	12	21	11	48	2		16	10	13	11	11	12	10	6
	16.2%	18.5%	19.5%	17.6%	5.7%	18.9%	16.9%	25.0%	13.3%	16.7%	8.3%	21.4%	37.9%	16.4%	22.2%		18.4%	16.1%	15.5%	15.7%	13.9%	20.3%	16.4%	17.1%
Poor (1)	15	10	3	1	1	4	1		5	1	3	3	8	15			6	3	1	5	2	3	4	
	4.9%	7.7%	3.4%	2.9%	1.9%	10.8%	1.7%		4.8%	2.8%	2.1%	3.1%	27.6%	5.1%			6.9%	4.8%	1.2%	7.1%	2.5%	5.1%	6.6%	
Don't know/refused	66	30	14	5	17	2	7	9	30	4	28	20	14	64		2	17	10	21	12	18	19	12	4
MEAN	3.05	2.92	3.06	3.06	3.30	2.84	3.14	3.06	3.06	3.47	3.20	2.94	2.10	3.03	3.33	3.17	3.00	3.11	3.04	3.01	3.13	3.02	2.89	3.26

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Providing access for people with disabilities

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	308	16	59	118	115	88	128	67	12	21	33	36	39	179	138	168	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Excellent (4)	94	7	18	34	35	24	45	20	4	7	8	11	14	54	41	52	1
	30.5%	43.8%	30.5%	28.8%	30.4%	27.3%	35.2%	29.9%	33.3%	33.3%	24.2%	30.6%	35.9%	30.2%	29.7%	31.0%	50.0%
Good (3)	149	7	24	59	59	49	59	29	5	9	20	16	17	87	72	76	1
	48.4%	43.8%	40.7%	50.0%	51.3%	55.7%	46.1%	43.3%	41.7%	42.9%	60.6%	44.4%	43.6%	48.6%	52.2%	45.2%	50.0%
Fair (2)	50	1	14	18	17	10	20	15	2	4	4	5	6	31	19	31	-
	16.2%	6.3%	23.7%	15.3%	14.8%	11.4%	15.6%	22.4%	16.7%	19.0%	12.1%	13.9%	15.4%	17.3%	13.8%	18.5%	
Poor (1)	15	1	3	7	4	5	4	3	1	1	1	4	2	7	6	9	-
	4.9%	6.3%	5.1%	5.9%	3.5%	5.7%	3.1%	4.5%	8.3%	4.8%	3.0%	11.1%	5.1%	3.9%	4.3%	5.4%	
Don't know/refused	66	1	12	35	18	23	19	12	2	3	2	8	12	41	25	39	2
MEAN	3.05	3.25	2.97	3.02	3.09	3.05	3.13	2.99	3.00	3.05	3.06	2.94	3.10	3.05	3.07	3.02	3.50

COREY, CANAPARY & GALANIS RESEARCH

Table Q17

RIDERSHIP SURVEY 2021

Safety and security from crime while onboard or waiting for Muni

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Muni riders	341	145	96	36	60	39	60	36	119	35	153	111	41	324	9	8	97	66	91	72	89	70	66	39
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	23	10	7	3	3	3	5	4	7	6	12	5	-	22	1	-	5	9	5	4	9	3	3	4
	6.7%	6.9%	7.3%	8.3%	5.0%	7.7%	8.3%	11.1%	5.9%	17.1%	7.8%	4.5%		6.8%	11.1%		5.2%	13.6%	5.5%	5.6%	10.1%	4.3%	4.5%	10.3%
Good (3)	107	31	42	13	19	12	14	13	45	17	57	31	1	96	6	5	23	30	31	25	28	25	19	10
	31.4%	21.4%	43.8%	36.1%	31.7%	30.8%	23.3%	36.1%	37.8%	48.6%	37.3%	27.9%	2.4%	29.6%	66.7%	62.5%	23.7%	45.5%	34.1%	34.7%	31.5%	35.7%	28.8%	25.6%
Fair (2)	114	55	30	8	20	15	20	12	36	8	58	38	10	111	1	2	32	14	37	21	28	25	24	14
	33.4%	37.9%	31.3%	22.2%	33.3%	38.5%	33.3%	33.3%	30.3%	22.9%	37.9%	34.2%	24.4%	34.3%	11.1%	25.0%	33.0%	21.2%	40.7%	29.2%	31.5%	35.7%	36.4%	35.9%
Poor (1)	97	49	17	12	18	9	21	7	31	4	26	37	30	95	1	1	37	13	18	22	24	17	20	11
	28.4%	33.8%	17.7%	33.3%	30.0%	23.1%	35.0%	19.4%	26.1%	11.4%	17.0%	33.3%	73.2%	29.3%	11.1%	12.5%	38.1%	19.7%	19.8%	30.6%	27.0%	24.3%	30.3%	28.2%
Don't know/refused	33	15	5	3	10	-	6	5	16	5	19	7	2	33	-	-	7	6	14	10	8	8	7	-
MEAN	2.16	2.01	2.41	2.19	2.12	2.23	2.05	2.39	2.24	2.71	2.36	2.04	1.29	2.14	2.78	2.50	1.96	2.53	2.25	2.15	2.25	2.20	2.08	2.18

COREY, CANAPARY & GALANIS RESEARCH

Table Q17

RIDERSHIP SURVEY 2021

Safety and security from crime while onboard or waiting for Muni

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Muni riders	341	17	69	138	117	96	134	76	14	23	31	39	46	202	151	187	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%	100.0%	100.0%	100.0%
Excellent (4)	23	2	4	5	12	8	10	1	2	4	1	3	3	12	8	15	-
	6.7%	11.8%	5.8%	3.6%	10.3%	8.3%	7.5%	1.3%	14.3%	17.4%	3.2%	7.7%	6.5%	5.9%	5.3%	8.0%	
Good (3)	107	7	20	34	46	30	41	26	4	10	10	12	12	63	55	52	-
	31.4%	41.2%	29.0%	24.6%	39.3%	31.3%	30.6%	34.2%	28.6%	43.5%	32.3%	30.8%	26.1%	31.2%	36.4%	27.8%	
Fair (2)	114	4	27	47	36	32	45	25	6	6	14	18	13	63	52	59	3
	33.4%	23.5%	39.1%	34.1%	30.8%	33.3%	33.6%	32.9%	42.9%	26.1%	45.2%	46.2%	28.3%	31.2%	34.4%	31.6%	100.0%
Poor (1)	97	4	18	52	23	26	38	24	2	3	6	6	18	64	36	61	-
	28.4%	23.5%	26.1%	37.7%	19.7%	27.1%	28.4%	31.6%	14.3%	13.0%	19.4%	15.4%	39.1%	31.7%	23.8%	32.6%	
Don't know/refused	33	-	2	15	16	15	13	3	-	1	4	5	5	18	12	20	1
MEAN	2.16	2.41	2.14	1.94	2.40	2.21	2.17	2.05	2.43	2.65	2.19	2.31	2.00	2.11	2.23	2.11	2.00

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

If you needed information about Muni, how would you obtain this information?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All Respondents	396	155	97	39	67	37	65	40	130	38	167	114	42	384	8	4	102	70	100	85	98	80	82	46
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Check online	235	85	62	22	42	20	35	27	79	19	108	67	20	233	1	1	56	43	62	44	61	53	51	23
	59.3%	54.8%	63.9%	56.4%	62.7%	54.1%	53.8%	67.5%	60.8%	50.0%	64.7%	58.8%	47.6%	60.7%	12.5%	25.0%	54.9%	61.4%	62.0%	51.8%	62.2%	66.3%	62.2%	50.0%
Use an app	180	84	54	14	21	18	32	20	76	20	79	56	18	174	6		51	38	57	40	52	38	30	19
	45.5%	54.2%	55.7%	35.9%	31.3%	48.6%	49.2%	50.0%	58.5%	52.6%	47.3%	49.1%	42.9%	45.3%	75.0%		50.0%	54.3%	57.0%	47.1%	53.1%	47.5%	36.6%	41.3%
Call 311 or use the 311 website	85	42	16	9	12	8	17	10	23	5	31	31	13	84	1		22	17	19	11	29	18	19	6
	21.5%	27.1%	16.5%	23.1%	17.9%	21.6%	26.2%	25.0%	17.7%	13.2%	18.6%	27.2%	31.0%	21.9%	12.5%		21.6%	24.3%	19.0%	12.9%	29.6%	22.5%	23.2%	13.0%
Ask a Muni driver/operator or station agent	67	27	16	14	9	9	11	9	22	13	33	16	4	66		1	17	15	19	12	16	16	14	7
	16.9%	17.4%	16.5%	35.9%	13.4%	24.3%	16.9%	22.5%	16.9%	34.2%	19.8%	14.0%	9.5%	17.2%		25.0%	16.7%	21.4%	19.0%	14.1%	16.3%	20.0%	17.1%	15.2%
Ask a friend, coworker, or family member	27	8	8	3	5	3	2	3	10	4	10	5	5	26		1	8	5	5	8	6	8	3	2
	6.8%	5.2%	8.2%	7.7%	7.5%	8.1%	3.1%	7.5%	7.7%	10.5%	6.0%	4.4%	11.9%	6.8%		25.0%	7.8%	7.1%	5.0%	9.4%	6.1%	10.0%	3.7%	4.3%
Contact Muni via social media	15	7	3	3	1	1	2	2	4	1	6	3	4	14	1		3	3	3	4	1	4	6	
	3.8%	4.5%	3.1%	7.7%	1.5%	2.7%	3.1%	5.0%	3.1%	2.6%	3.6%	2.6%	9.5%	3.6%	12.5%		2.9%	4.3%	3.0%	4.7%	1.0%	5.0%	7.3%	
Visit the SFMTA Customer Service Center	12	8	3	1		1	4	2	2	2	6	2	2	12			5	1	3	6	5		1	
	3.0%	5.2%	3.1%	2.6%		2.7%	6.2%	5.0%	1.5%	5.3%	3.6%	1.8%	4.8%	3.1%			4.9%	1.4%	3.0%	7.1%	5.1%		1.2%	
Electronic sign at stop	3	1			1		1				1	1		2		1	1				1	1		1
	0.8%	0.6%			1.5%		2.5%				0.6%	0.9%		0.5%		25.0%	1.0%				1.0%	1.3%		2.2%
Other (Unspecifed)	3	2			1	1			1		3			3			1		1				3	
	0.8%	1.3%			1.5%	2.7%			0.8%		1.8%			0.8%			1.0%		1.0%				3.7%	
Don't know/refused	17	5	4		3	2	1	1	5	2	5	4	1	9	2	6	2	2	5	6	2	5	1	3

RIDERSHIP SURVEY 2021

If you needed information about Muni, how would you obtain this information?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	396	18	84	164	130	112	155	83	21	23	38	45	58	232	173	217	6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Check online	235	11	61	87	76	69	90	49	12	8	25	25	29	148	107	124	4
	59.3%	61.1%	72.6%	53.0%	58.5%	61.6%	58.1%	59.0%	57.1%	34.8%	65.8%	55.6%	50.0%	63.8%	61.8%	57.1%	66.7%
Use an app	180	10	24	90	56	53	71	39	7	12	17	19	29	103	73	106	1
	45.5%	55.6%	28.6%	54.9%	43.1%	47.3%	45.8%	47.0%	33.3%	52.2%	44.7%	42.2%	50.0%	44.4%	42.2%	48.8%	16.7%
Call 311 or use the 311 website	85	2	15	29	39	29	26	14	6	7	9	13	16	40	32	51	2
	21.5%	11.1%	17.9%	17.7%	30.0%	25.9%	16.8%	16.9%	28.6%	30.4%	23.7%	28.9%	27.6%	17.2%	18.5%	23.5%	33.3%
Ask a Muni driver/operator or station agent	67	6	8	19	34	25	29	8	2	5	10	8	6	38	22	45	-
	16.9%	33.3%	9.5%	11.6%	26.2%	22.3%	18.7%	9.6%	9.5%	21.7%	26.3%	17.8%	10.3%	16.4%	12.7%	20.7%	
Ask a friend, coworker, or family member	27	1	4	10	12	9	10	5	2	-	4	2	4	17	10	16	1
	6.8%	5.6%	4.8%	6.1%	9.2%	8.0%	6.5%	6.0%	9.5%		10.5%	4.4%	6.9%	7.3%	5.8%	7.4%	16.7%
Contact Muni via social media	15	-	4	6	5	3	6	6	-	1	1	2	2	9	6	9	-
	3.8%		4.8%	3.7%	3.8%	2.7%	3.9%	7.2%		4.3%	2.6%	4.4%	3.4%	3.9%	3.5%	4.1%	
Visit the SFMTA Customer Service Center	12	-	1	4	7	6	5	1		-	2	1	5	4	5	7	-
	3.0%		1.2%	2.4%	5.4%	5.4%	3.2%	1.2%			5.3%	2.2%	8.6%	1.7%	2.9%	3.2%	
Electronic sign at stop	3	-	1	2	-	1		1	1		1	1	1	-		3	-
	0.8%		1.2%	1.2%		0.9%		1.2%	4.8%		2.6%	2.2%	1.7%			1.4%	
Other (Unspecified)	3	-		1	2	1	1	1	-		1	-	1	1	1	2	-
	0.8%			0.6%	1.5%	0.9%	0.6%	1.2%			2.6%		1.7%	0.4%	0.6%	0.9%	
Don't know/refused	17	-	1	3	13	6	3	5	1	4	2	3	1	7	9	7	1

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Online Information Source

	TOTAL -----	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK -----	SEV. TIMES /WK -----	ONCE /WK -----	3X/MO OR LESS -----	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK -----	SEV. TIMES /WK -----	ONCE /WK -----	3X/MO OR LESS -----	RATING OF MUNI SVC. EXC. -----	GOOD -----	FAIR -----	POOR -----	SURVEY LANGUAGE ENG -----	SP -----	CHN -----	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1 -------	2 -------	3 -------	4 -------	5 -------
BASE - Use an online source to get Muni information	234 100.0%	85 100.0%	62 100.0%	22 100.0%	42 100.0%	20 100.0%	35 100.0%	27 100.0%	79 100.0%	19 100.0%	108 100.0%	67 100.0%	20 100.0%	232 100.0%	1 100.0%	1 100.0%	56 100.0%	43 100.0%	62 100.0%	44 100.0%	61 100.0%	52 100.0%	51 100.0%	23 100.0%
SFMTA Website	159 67.9%	68 80.0%	43 69.4%	16 72.7%	23 54.8%	15 75.0%	27 77.1%	23 85.2%	55 69.6%	12 63.2%	80 74.1%	49 73.1%	10 50.0%	158 68.1%	1 100.0%		42 75.0%	32 74.4%	46 74.2%	21 47.7%	48 78.7%	41 78.8%	33 64.7%	14 60.9%
Google (General)	48 20.5%	8 9.4%	10 16.1%	3 13.6%	16 38.1%	1 5.0%	1 2.9%	2 7.4%	15 19.0%	2 10.5%	21 19.4%	11 16.4%	4 20.0%	47 20.3%	-	1 100.0%	6 10.7%	5 11.6%	8 12.9%	15 34.1%	7 11.5%	3 5.8%	14 27.5%	8 34.8%
NextBus	20 8.5%	7 8.2%	9 14.5%	1 4.5%	3 7.1%	1 5.0%	7 20.0%	4 14.8%	6 7.6%	3 15.8%	7 6.5%	6 9.0%	4 20.0%	20 8.6%	-	-	6 10.7%	7 16.3%	5 8.1%	7 15.9%	3 4.9%	3 5.8%	7 13.7%	-
Google Maps	18 7.7%	6 7.1%	3 4.8%	2 9.1%	4 9.5%	3 15.0%	2 5.7%	1 3.7%	6 7.6%	-	9 8.3%	5 7.5%	2 10.0%	18 7.8%	-	-	4 7.1%	2 4.7%	6 9.7%	5 11.4%	4 6.6%	4 7.7%	3 5.9%	2 8.7%
511	9 3.8%	2 2.4%	-	2 9.1%	2 4.8%	1 5.0%	-	-	4 5.1%	1 5.3%	3 2.8%	1 1.5%	1 5.0%	9 3.9%	-	-	1 1.8%	3 7.0%	1 1.6%	1 2.3%	1 1.6%	3 5.8%	3 5.9%	1 4.3%
SFBayTransit	1 0.4%	-	1 1.6%	-	-	-	1 2.9%	-	-	1 5.3%	-	-	-	1 0.4%	-	-	1 1.8%	-	-	-	-	1 1.9%	-	-
Don't remember	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

Online Information Source

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Use an online source to get Muni information	234	11	60	87	76	69	90	48	12	7	25	25	29	148	106	124	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SFMTA Website	159	5	34	62	58	54	55	29	8	6	22	18	21	92	62	94	3
	67.9%	45.5%	56.7%	71.3%	76.3%	78.3%	61.1%	60.4%	66.7%	85.7%	88.0%	72.0%	72.4%	62.2%	58.5%	75.8%	75.0%
Google (General)	48	3	22	17	6	11	19	14	2	1	4	2	6	35	31	17	-
	20.5%	27.3%	36.7%	19.5%	7.9%	15.9%	21.1%	29.2%	16.7%	14.3%	16.0%	8.0%	20.7%	23.6%	29.2%	13.7%	
NextBus	20	1	-	6	13	7	10	3		1	1	6	4	8	7	13	-
	8.5%	9.1%		6.9%	17.1%	10.1%	11.1%	6.3%		14.3%	4.0%	24.0%	13.8%	5.4%	6.6%	10.5%	
Google Maps	18	1	8	6	3	2	9	4	2	-	1	1	1	15	8	9	1
	7.7%	9.1%	13.3%	6.9%	3.9%	2.9%	10.0%	8.3%	16.7%		4.0%	4.0%	3.4%	10.1%	7.5%	7.3%	25.0%
511	9	1	1	6	1	1	5	1	1	-	-	1	-	8	6	3	-
	3.8%	9.1%	1.7%	6.9%	1.3%	1.4%	5.6%	2.1%	8.3%			4.0%		5.4%	5.7%	2.4%	
SFBayTransit	1	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.4%	9.1%					1.1%							0.7%	0.9%		
Don't remember	1	-	1	-	-	-	1		1	1	-	-	-	-	1	-	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

App Information Source

	TOTAL	Q1 5+ DAYS/WK	Q1 SEV. TIMES/WK	Q1 ONCE/WK	Q1 3X/MO OR LESS	Q2 5+ DAYS/WK	Q2 SEV. TIMES/WK	Q2 ONCE/WK	Q2 3X/MO OR LESS	RATING EXC.	GOOD	FAIR	POOR	LANG ENG	SP	CHN	WORK/SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Use an online source to get Muni information	177	83	54	14	20	18	32	19	75	20	78	55	18	171	6	-	49	38	57	39	51	38	30	18
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NextBus/Umo	82	38	26	10	5	4	15	9	38	12	34	26	7	80	2	-	20	20	26	17	23	21	15	6
	46.3%	45.8%	48.1%	71.4%	25.0%	22.2%	46.9%	47.4%	50.7%	60.0%	43.6%	47.3%	38.9%	46.8%	33.3%		40.8%	52.6%	45.6%	43.6%	45.1%	55.3%	50.0%	33.3%
MuniMobile	42	20	10	2	8	7	9	5	14	4	18	14	3	39	3		16	9	10	15	10	6	7	4
	23.7%	24.1%	18.5%	14.3%	40.0%	38.9%	28.1%	26.3%	18.7%	20.0%	23.1%	25.5%	16.7%	22.8%	50.0%		32.7%	23.7%	17.5%	38.5%	19.6%	15.8%	23.3%	22.2%
Routesy	26	9	11	2	4	-	2	2	14	1	11	9	5	26	-		5	4	9	3	7	8	4	4
	14.7%	10.8%	20.4%	14.3%	20.0%		6.3%	10.5%	18.7%	5.0%	14.1%	16.4%	27.8%	15.2%			10.2%	10.5%	15.8%	7.7%	13.7%	21.1%	13.3%	22.2%
TransitApp	19	14	5	-	-	4	7	3	4	3	8	5	3	18	1		7	3	8	4	7	2	3	3
	10.7%	16.9%	9.3%			22.2%	21.9%	15.8%	5.3%	15.0%	10.3%	9.1%	16.7%	10.5%	16.7%		14.3%	7.9%	14.0%	10.3%	13.7%	5.3%	10.0%	16.7%
Google Maps	11	2	5	2	1	2	2	-	7	1	7	1	2	11	-		2	2	7	3	2	3	2	-
	6.2%	2.4%	9.3%	14.3%	5.0%	11.1%	6.3%		9.3%	5.0%	9.0%	1.8%	11.1%	6.4%			4.1%	5.3%	12.3%	7.7%	3.9%	7.9%	6.7%	
Metro San Francisco	4	3	-	-	1	-	1	-	1	1	1	2	-	4	-		1	1	-	1	2	-	-	1
	2.3%	3.6%			5.0%		3.1%		1.3%	5.0%	1.3%	3.6%		2.3%			2.0%	2.6%		2.6%	3.9%			5.6%
Moovit	4	3	-	-	1	2	-	1	1	2	1	1	-	4	-		2	-	2	-	2	1	-	1
	2.3%	3.6%		7.1%		11.1%		5.3%	1.3%	10.0%	1.3%	1.8%		2.3%			4.1%		3.5%		3.9%	2.6%		5.6%
City Mapper	3	1	2	-	-	-	1	-	2	-	2	1	-	3	-		-	2	1	-	1	1	1	-
	1.7%	1.2%	3.7%				3.1%		2.7%		2.6%	1.8%		1.8%				5.3%	1.8%		2.0%	2.6%	3.3%	
Apple Maps	3	1	1	-	1	-	-	-	2	1	2	-	-	3	-		1	1	-	-	-	2	1	-
	1.7%	1.2%	1.9%		5.0%				2.7%	5.0%	2.6%			1.8%			2.0%	2.6%				5.3%	3.3%	
Pocket Muni	1	-	-	-	1	-	-	-	1	-	-	1	-	1	-		-	-	1	-	1	-	-	-
	0.6%				5.0%				1.3%			1.8%		0.6%					1.8%		2.0%			
xtBus	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-		-	-	1	-	-	-	1	-
	0.6%		1.9%						1.3%			1.8%		0.6%					1.8%				2.6%	
Don't remember	3	1	-	-	1	-	-	1	1	-	1	1	-	3	-	-	2	-	-	1	1	-	-	1

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

App Information Source

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Use an online source to get Muni information	177	10	22	89	56	52	71	38	6	12	17	19	29	100	73	103	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NextBus/Umo	82	3	8	37	34	28	37	13	1	5	6	12	16	43	28	54	-
	46.3%	30.0%	36.4%	41.6%	60.7%	53.8%	52.1%	34.2%	16.7%	41.7%	35.3%	63.2%	55.2%	43.0%	38.4%	52.4%	
MuniMobile	42	5	5	26	6	11	16	11	2	6	4	2	7	23	24	17	1
	23.7%	50.0%	22.7%	29.2%	10.7%	21.2%	22.5%	28.9%	33.3%	50.0%	23.5%	10.5%	24.1%	23.0%	32.9%	16.5%	100.0%
Routesy	26	1	5	11	9	3	10	9	1	-	1	2	5	18	5	21	-
	14.7%	10.0%	22.7%	12.4%	16.1%	5.8%	14.1%	23.7%	16.7%		5.9%	10.5%	17.2%	18.0%	6.8%	20.4%	
TransitApp	19	2	1	12	4	9	4	3	2	2	5	2	1	9	12	7	-
	10.7%	20.0%	4.5%	13.5%	7.1%	17.3%	5.6%	7.9%	33.3%	16.7%	29.4%	10.5%	3.4%	9.0%	16.4%	6.8%	
Google Maps	11	-	3	4	4	6	2	2	-	-	2	1	1	7	4	6	1
	6.2%		13.6%	4.5%	7.1%	11.5%	2.8%	5.3%			11.8%	5.3%	3.4%	7.0%	5.5%	5.8%	100.0%
Metro San Francisco	4	-	1	2	1	-	3	1	-	1	-	1	-	2	1	3	-
	2.3%		4.5%	2.2%	1.8%		4.2%	2.6%		8.3%		5.3%		2.0%	1.4%	2.9%	
Moovit	4	-	-	3	1	1	2	1	-	-	-	1	1	2	2	2	-
	2.3%			3.4%	1.8%	1.9%	2.8%	2.6%				5.3%	3.4%	2.0%	2.7%	1.9%	
City Mapper	3	-	-	2	1	1	2	-	-	-	-	1	-	2	1	2	-
	1.7%			2.2%	1.8%	1.9%	2.8%					5.3%		2.0%	1.4%	1.9%	
Apple Maps	3	-	-	3	-	-	1	1	-	-	-	-	1	2	2	1	-
	1.7%			3.4%			1.4%	2.6%					3.4%	2.0%	2.7%	1.0%	
Pocket Muni	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	1	-
	0.6%		4.5%				1.4%							1.0%		1.0%	
xtBus	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-
	0.6%		1.1%											1.0%		1.0%	
Don't remember	3	-	2	1	-	1	-	1	1	-	-	-	-	3	-	3	-

COREY, CANAPARY & GALANIS RESEARCH

Table Q19

RIDERSHIP SURVEY 2021

What mode(s) of transportation are you using now instead of Muni?

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - Rode Muni prior to Pandemic, but don't plan on riding	90	25	20	11	34	-	-	-	-	8	40	31	10	85	3	2	-	-	-	22	15	15	25	11
	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%	100.0%	100.0%	100.0%	100.0%
Drive	58	17	11	4	26	-	-	-	-	2	28	19	8	57	-	1	-	-	-	14	8	10	19	5
	64.4%	68.0%	55.0%	36.4%	76.5%					25.0%	70.0%	61.3%	80.0%	67.1%		50.0%				63.6%	53.3%	66.7%	76.0%	45.5%
Walk	41	11	9	4	17	-	-	-	-	4	21	14	2	38	2	1	-	-	-	14	6	9	7	4
	45.6%	44.0%	45.0%	36.4%	50.0%					50.0%	52.5%	45.2%	20.0%	44.7%	66.7%	50.0%				63.6%	40.0%	60.0%	28.0%	36.4%
Ride hailing (e.g. Uber/Lyft)	16	4	4	-	8	-	-	-	-	3	4	7	2	15	1	-	-	-	-	7	4	-	2	2
	17.8%	16.0%	20.0%		23.5%					37.5%	10.0%	22.6%	20.0%	17.6%	33.3%					31.8%	26.7%		8.0%	18.2%
Carpool	12	2	3	3	4	-	-	-	-	2	6	2	2	12	-	-	-	-	-	6	1	-	2	3
	13.3%	8.0%	15.0%	27.3%	11.8%					25.0%	15.0%	6.5%	20.0%	14.1%						27.3%	6.7%		8.0%	27.3%
Bicycle	10	1	1	2	6	-	-	-	-		3	5	2	10	-	-	-	-	-	5	2	2	1	-
	11.1%	4.0%	5.0%	18.2%	17.6%						7.5%	16.1%	20.0%	11.8%						22.7%	13.3%	13.3%	4.0%	
Taxi	7	1	2	3	1	-	-	-	-	1	2	3	1	7	-	-	-	-	-	3	1	2	1	-
	7.8%	4.0%	10.0%	27.3%	2.9%					12.5%	5.0%	9.7%	10.0%	8.2%						13.6%	6.7%	13.3%	4.0%	
Other public transit (e.g. BART, SamTrans)	3	1	1	-	1	-	-	-	-	1	1	-	1	3	-	-	-	-	-	2	-	-	1	-
	3.3%	4.0%	5.0%		2.9%					12.5%	2.5%		10.0%	3.5%						9.1%			4.0%	
Scooter service (e.g. Lime/Spin)	2	-	1	-	1	-	-	-	-	-	1	1	-	2	-	-	-	-	-	2	-	-	-	-
	2.2%		5.0%		2.9%						2.5%	3.2%		2.4%						9.1%				
Scooter or skateboard (own)	1	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	1.1%			9.1%							2.5%			1.2%									6.7%	
I am no longer making the trip I did when I used Muni	8	1	4	2	1	-	-	-	-	-	3	5	-	8	-	-	-	-	-	1	2	1	4	-
	8.9%	4.0%	20.0%	18.2%	2.9%						7.5%	16.1%		9.4%						4.5%	13.3%	6.7%	16.0%	
Don't know/refused	3	2	-	1	-	-	-	-	-	-	1	-	2	3	-	-	-	-	-	-	-	-	2	1

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What mode(s) of transportation are you using now instead of Muni?

	TOTAL	Q24 AGE 18-24	25-44	45-64	65+	HOUSEHOLD SIZE 1	2	3-4	5 OR MORE	INCOME (IN $1000) <25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	GENDER MALE	FEMALE	OTHER/ BLNK
BASE - Rode Muni prior to Pandemic, but don't plan on riding	90	5	29	37	19	19	31	29	4	5	5	7	11	62	33	56	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Drive	58	2	18	28	10	9	24	19	3		3	4	9	42	22	35	1
	64.4%	40.0%	62.1%	75.7%	52.6%	47.4%	77.4%	65.5%	75.0%		60.0%	57.1%	81.8%	67.7%	66.7%	62.5%	100.0%
Walk	41	2	14	15	10	10	14	12	1	4		5	4	28	13	28	-
	45.6%	40.0%	48.3%	40.5%	52.6%	52.6%	45.2%	41.4%	25.0%	80.0%		71.4%	36.4%	45.2%	39.4%	50.0%	
Ride hailing (e.g. Uber/Lyft)	16	1	8	4	3	4	7	4		1	1	1	5	8	8	8	-
	17.8%	20.0%	27.6%	10.8%	15.8%	21.1%	22.6%	13.8%		20.0%	20.0%	14.3%	45.5%	12.9%	24.2%	14.3%	
Carpool	12	2	3	5	2	1	4	6	1	-	1	1	1	9	6	6	-
	13.3%	40.0%	10.3%	13.5%	10.5%	5.3%	12.9%	20.7%	25.0%		20.0%	14.3%	9.1%	14.5%	18.2%	10.7%	
Bicycle	10	-	6	4	-	-	4	6	-	-	-	1	-	9	6	4	-
	11.1%		20.7%	10.8%			12.9%	20.7%				14.3%		14.5%	18.2%	7.1%	
Taxi	7	1	-	2	4	3	4	-	-	-	-	2	1	4	2	5	-
	7.8%	20.0%		5.4%	21.1%	15.8%	12.9%					28.6%	9.1%	6.5%	6.1%	8.9%	
Other public transit (e.g. BART, SamTrans)	3	-	-	3	-	1	1	1	-	-	-	-	1	2	-	3	-
	3.3%			8.1%		5.3%	3.2%	3.4%					9.1%	3.2%		5.4%	
Scooter service (e.g. Lime/Spin)	2	-	2	-	-	1	-	1		-	-	-	-	2	1	1	-
	2.2%		6.9%			5.3%		3.4%						3.2%	3.0%	1.8%	
Scooter or skateboard (own)	1	-	1	-	-	-	-	1		-	-	-	-	1	-	1	-
	1.1%		3.4%					3.4%						1.6%		1.8%	
I am no longer making the trip I did when I used Muni	8	-	1	5	2	3	2	2	-	-	1	1	1	5	2	6	-
	8.9%		3.4%	13.5%	10.5%	15.8%	6.5%	6.9%			20.0%	14.3%	9.1%	8.1%	6.1%	10.7%	
Don't know/refused	3	-	-	1	2	1	2	-	-	-	-	-	2	1	1	2	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What would get you to consider riding Muni more in the future?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Rode Muni prior to Pandemic, but don't plan on riding	92 100.0%	27 100.0%	20 100.0%	11 100.0%	34 100.0%	-	-	-	-	8 100.0%	40 100.0%	31 100.0%	12 100.0%	87 100.0%	3 100.0%	2 100.0%				22 100.0%	15 100.0%	17 100.0%	25 100.0%	11 100.0%
Covid pandemic has ended	17 18.5%	4 14.8%	6 30.0%	3 27.3%	4 11.8%					3 37.5%	10 25.0%	4 12.9%		17 19.5%						4 18.2%	4 26.7%	3 17.6%	3 12.0%	3 27.3%
More frequent services/more buses for less wait time/express	13 14.1%	3 11.1%	4 20.0%	1 9.1%	5 14.7%						4 10.0%	7 22.6%	2 16.7%	13 14.9%						4 18.2%	2 13.3%	3 17.6%	4 16.0%	
Extend/Keep/Return/Add routes/lines	12 13.0%	5 18.5%	3 15.0%	1 9.1%	3 8.8%						3 7.5%	5 16.1%	4 33.3%	12 13.8%						3 13.6%	3 20.0%	1 5.9%	5 20.0%	
Better security/safety from crime (other RIDERS security)	10 10.9%	2 7.4%	3 15.0%	1 9.1%	4 11.8%						3 7.5%	5 16.1%	2 16.7%	10 11.5%						3 13.6%	1 6.7%		3 12.0%	2 18.2%
Cheaper Fares/Longer time transfers/other fare complaints	7 7.6%	1 3.7%	1 5.0%	1 9.1%	4 11.8%					1 12.5%	2 5.0%	3 9.7%	1 8.3%	7 8.0%						2 9.1%	2 13.3%	2 11.8%	1 4.0%	
Continued/increased Covid mitigation measures	7 7.6%	3 11.1%	1 5.0%	1 9.1%	2 5.9%					1 12.5%	4 10.0%	1 3.2%	1 8.3%	6 6.9%	1 33.3%					1 4.5%		2 11.8%	2 8.0%	2 18.2%
Better on-time performance/predictability	6 6.5%	1 3.7%	2 10.0%		3 8.8%						2 5.0%	3 9.7%	1 8.3%	5 5.7%		1 50.0%				1 4.5%		1 5.9%	3 12.0%	1 9.1%
Better service reliability (fewer breakdowns, delays, etc.)	6 6.5%	1 3.7%	2 10.0%	1 9.1%	2 5.9%							3 9.7%	3 25.0%	6 6.9%						2 9.1%	1 6.7%		3 12.0%	
Eliminate overcrowding/more cars/bus for crowding	5 5.4%	3 11.1%	1 5.0%	1 9.1%							3 7.5%	1 3.2%	1 8.3%	5 5.7%						1		1 5.9%	4 16.0%	
Faster travel time	5 5.4%	1 3.7%	2 10.0%		2 5.9%						2 5.0%	3 9.7%		5 5.7%						4 18.2%			1 4.0%	
Better vehicle/station cleanliness	5 5.4%	1 3.7%	-	1 9.1%	3 8.8%						2 5.0%	1 3.2%	2 16.7%	5 5.7%						1 4.5%			3 12.0%	
Direct lines/less or better connections/door to door service	5 5.4%	3 11.1%	1 5.0%	-	1 2.9%	-	-	-	-	1 12.5%	2 5.0%	2 6.5%		5 5.7%	-					-		2 11.8%	1 4.0%	2 18.2%
More/less bus stops	4 4.3%	2 7.4%	1 5.0%	-	1 2.9%						2 5.0%	1 3.2%	1 8.3%	4 4.6%						1 4.5%		1 5.9%	2 8.0%	
Fewer rude/rowdy/homeless/crazy/impair	3 3.3%	1 3.7%			2 5.9%							3 9.7%		3 3.4%						1 4.5%		1 5.9%		1 9.1%
More efficient spacing of vehicles (not bunched together with gaps)	2 2.2%	1 3.7%	1 5.0%								1	1 3.2%	1 8.3%	2 2.3%						1 4.5%			1 4.0%	
Extend hours (late night/early morning)	2 2.2%		1 5.0%		1 2.9%					1 12.5%	1	1 3.2%		1 1.1%	1 33.3%								1 5.9%	1 9.1%
Improved/Redesigned shelters/bus stops/stations/Better maintenance	2 2.2%	1 3.7%		1 9.1%							1	1 3.2%	1 8.3%	2 2.3%								1 5.9%	1 4.0%	
Accurate vehicle arrival predictions (next muni – bus stops, stations,	2 2.2%		1 5.0%		1 2.9%							2 6.5%		2 2.3%								1 5.9%	1 4.0%	
Better enforcement (senior/disabled seating, fare	2 2.2%		2 10.0%	-								2 6.5%		2 2.3%						1 4.5%			1 4.0%	
Traffic mitigation measures	2 2.2%		1 5.0%		1 2.9%						1 2.5%			2 2.3%						1 4.5%	1 6.7%			
Improved/upgraded VEHICLES/equipment/add	1 1.1%			1 9.1%								1 3.2%		1 1.1%								1 5.9%		
Better disabled/senior access	1 1.1%	-	1 9.1%								1 2.5%			1 1.1%							1 6.7%			
Better employee helpfulness/professionalism/discipli	1 1.1%			1 2.9%							1 2.5%			1 1.1%									1 4.0%	
Better communication (language barrier, route/delay information,	1 1.1%	1 3.7%	-	-								1 3.2%			1 33.3%									1 9.1%
Reduced parking spaces/Increased parking fees	1 1.1%		1 9.1%								1 2.5%			1 1.1%									1 4.0%	
Better safety (General)	5 5.4%	3 11.1%	-	1 9.1%	1 2.9%						3 7.5%	1 3.2%	1 8.3%	5 5.7%						1 4.5%		1 5.9%	2 8.0%	
Already ride it as much as I can	2 2.2%	1 3.7%	1 5.0%	-	-					1 12.5%	1 2.5%			1 1.1%		1 50.0%					1 6.7%	1 5.9%		
Nothing	7 7.6%	1 3.7%	-	-	6 17.6%						5 12.5%	1 3.2%	1 8.3%	7 8.0%						1 4.5%	2 13.3%	2 11.8%	2 8.0%	
Don't Know	1	-	-	1							1			1									1	

Table Q20

RIDERSHIP SURVEY 2021

What would get you to consider riding Muni more in the future?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/BLNK
BASE - Rode Muni prior to Pandemic, but don't plan on riding	92	5	29	38	20	20	32	29	4	5	4	9	11	63	33	58	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Covid pandemic has ended	17	1	5	7	4	5	5	4	1	1		2	1	13	4	13	-
	18.5%	20.0%	17.2%	18.4%	20.0%	25.0%	15.6%	13.8%	25.0%	20.0%		22.2%	9.1%	20.6%	12.1%	22.4%	
More frequent services/more buses for less wait time/express	13		5	7	1	3	2	5	1				1	12	5	7	1
	14.1%		17.2%	18.4%	5.0%	15.0%	6.3%	17.2%	25.0%				9.1%	19.0%	15.2%	12.1%	100.0%
Extend/Keep/Return/Add routes/lines	12		5	5	2	4	5	3		-	-	3	2	7	4	8	-
	13.0%		17.2%	13.2%	10.0%	20.0%	15.6%	10.3%				33.3%	18.2%	11.1%	12.1%	13.8%	
Better security/safety from crime (other RIDERS security)	10	-	3	3	4	-	8	1	1	-	-	-	1	9	3	7	-
	10.9%		10.3%	7.9%	20.0%		25.0%	3.4%	25.0%				9.1%	14.3%	9.1%	12.1%	
Cheaper Fares/Longer time transfers/other fare complaints	7		2	4	1	1	2	3		-	-	1	1	5	4	3	-
	7.6%		6.9%	10.5%	5.0%	5.0%	6.3%	10.3%				11.1%	9.1%	7.9%	12.1%	5.2%	
Continued/increased Covid mitigation measures	7	1	1	3	2	1	4	1	1	1	-	-	-	6	2	5	-
	7.6%	20.0%	3.4%	7.9%	10.0%	5.0%	12.5%	3.4%	25.0%	20.0%				9.5%	6.1%	8.6%	
Better on-time performance/predictability	6		3	2	1	1	3	2			1	-	-	5	2	4	-
	6.5%		10.3%	5.3%	5.0%	5.0%	9.4%	6.9%			25.0%			7.9%	6.1%	6.9%	
Better service reliability (fewer breakdowns, delays, etc.)	6	-	-	4	2	-	4	1		-	-	-	2	4	3	2	1
	6.5%			10.5%	10.0%		12.5%	3.4%					18.2%	6.3%	9.1%	3.4%	100.0%
Eliminate overcrowding/more cars/bus for crowding	5	-	3	2		2	-	2		-	-	-	-	5	1	4	-
	5.4%		10.3%	5.3%		10.0%		6.9%						7.9%	3.0%	6.9%	
Faster travel time	5	-	1	4		-	1	3		-	-	-	-	5	3	2	-
	5.4%		3.4%	10.5%			3.1%	10.3%						7.9%	9.1%	3.4%	
Better vehicle/station cleanliness	5	-	1	2	2	-	4			-	-	-	1	4		5	-
	5.4%		3.4%	5.3%	10.0%		12.5%						9.1%	6.3%		8.6%	
Direct lines/less or better connections/door to door service	5	1	1	2	1	2	1	2		-	2	-	1	2	2	3	-
	5.4%	20.0%	3.4%	5.3%	5.0%	10.0%	3.1%	6.9%			50.0%		9.1%	3.2%	6.1%	5.2%	
More/less bus stops	4		2	2	-	1		2	1	-	-	-	1	3	3	1	-
	4.3%		6.9%	5.3%		5.0%		6.9%	25.0%				9.1%	4.8%	9.1%	1.7%	
Fewer rude/rowdy/homeless/crazy/impair	3		1	-	2	1	2			-	1	-	-	2		3	-
	3.3%		3.4%		10.0%	5.0%	6.3%				25.0%			3.2%		5.2%	
More efficient spacing of vehicles (not bunched together with gaps)	2		-	2		-			1	-	-	-	-	2	2	-	-
	2.2%			5.3%					25.0%					3.2%	6.1%		
Extend hours (late night/early morning)	2	-	1	1		1	-	1		1	-	-	1			2	-
	2.2%		3.4%	2.6%		5.0%		3.4%		20.0%			9.1%			3.4%	
Improved/Redesigned shelters/bus stops/stations/Better maintenance	2	-		1	1	-	2			-	-	1	-	1		2	-
	2.2%			2.6%	5.0%		6.3%					11.1%		1.6%		3.4%	
Accurate vehicle arrival predictions (next muni – bus stops, stations,	2	-		2	-	1	1	-		-	-	-	1	1	1	1	-
	2.2%			5.3%		5.0%	3.1%						9.1%	1.6%	3.0%	1.7%	
Better enforcement (senior/disabled seating, fare	2	-		2	-	-	1	-		-	-	-	-	2	1	1	-
	2.2%			5.3%			3.1%							3.2%	3.0%	1.7%	
Traffic mitigation measures	2	-	1	1	-	-	-	2		-	-	-	-	2	2	-	-
	2.2%		3.4%	2.6%				6.9%						3.2%	6.1%		
Improved/upgraded VEHICLES/equipment/add	1	-	-	-	1	-	1	-		-	-	1	-	-		1	-
	1.1%				5.0%		3.1%					11.1%				1.7%	
Better disabled/senior access	1	-	-	-	1	1	-			-	-	1	-	-		1	-
	1.1%				5.0%	5.0%						11.1%				1.7%	
Better employee helpfulness/professionalism/discipli	1	-	-	1	-	-	1	-		-	-	-	-	1	-	1	-
	1.1%			2.6%			3.1%							1.6%		1.7%	
Better communication (language barrier, route/delay information,	1	-	-	-	1	-	1	-		1	-	-	-	-		1	-
	1.1%				5.0%		3.4%			20.0%						1.7%	
Reduced parking spaces/Increased parking fees	1	-	-	-	1	1	-			-	-	1	-	-		1	-
	1.1%				5.0%	5.0%						11.1%				1.7%	
Better safety (General)	5	-	1	4		2	1	1		-	1	-	-	4	1	4	-
	5.4%		3.4%	10.5%		10.0%	3.1%	3.4%			25.0%			6.3%	3.0%	6.9%	
Already ride it as much as I can	2	1		-	1	-	1	1		1	-	-	-	1		2	-
	2.2%	20.0%			5.0%			3.4%		20.0%				1.6%		3.4%	
Nothing	7	1	2	3	1	1	3	2	1	-	-	-	2	5	4	3	-
	7.6%	20.0%	6.9%	7.9%	5.0%	5.0%	9.4%	6.9%	25.0%				18.2%	7.9%	12.1%	5.2%	
Don't Know	1	-	-	-	1	-	1			-	1	-	-	-	1	-	

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What would get you to consider using Muni for some of your trips in San Francisco?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - Non-Riders	39	-	-	-	-	-	-	-	-	-	-	-	-	36	1	2	-	-	-	9	3	7	10	10
	100.0%													100.0%	100.0%	100.0%				100.0%	100.0%	100.0%	100.0%	100.0%
Better security/safety from crime (other RIDERS security)	6	-	-	-	-	-	-	-	-	-	-	-	-	6			-	-	-	1		2	1	2
	15.4%													16.7%						11.1%		28.6%	10.0%	20.0%
Extend/Keep/Return/Add routes/lines	4	-	-	-	-	-	-	-	-	-	-	-	-	4			-	-	-	1	-	-	1	2
	10.3%													11.1%						11.1%			10.0%	20.0%
Better vehicle/station cleanliness	4	-	-	-	-	-	-	-	-	-	-	-	-	4			-	-	-	2	-	1	1	
	10.3%													11.1%						22.2%		14.3%	10.0%	
Fewer rude/rowdy/homeless/crazy/impair	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-		-	-	-	2	-		1	1
	10.3%													11.1%						22.2%			10.0%	10.0%
If I have no other option	4	-	-	-	-	-	-	-	-	-	-	-	-	4			-	-	-	-	2	-		2
	10.3%													11.1%							28.6%			20.0%
More frequent services/more buses for less wait time/express	3	-	-	-	-	-	-	-	-	-	-	-	-	2	1		-	-	-	-	2	1	-	
	7.7%													5.6%	100.0%						66.7%	14.3%		
Other systems (connections/comparing to [other	3	-	-	-	-	-	-	-	-	-	-	-	-	3			-	-	-	-	1	2		-
	7.7%													8.3%							14.3%	20.0%		
Covid pandemic has ended	3	-	-	-	-	-	-	-	-	-	-	-	-	3			-	-	-	1	-	1		1
	7.7%													8.3%						11.1%			10.0%	10.0%
Eliminate overcrowding/more cars/bus for crowding	2	-	-	-	-	-	-	-	-	-	-	-	-	2			-	-	-	1	-	1	-	
	5.1%													5.6%						11.1%		14.3%		
Faster travel time	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1		-	-	-	1	-	1	-	
	5.1%													2.8%	100.0%					11.1%		14.3%		
More/less bus stops	2	-	-	-	-	-	-	-	-	-	-	-	-	1		1	-	-	-	-	-		1	1
	5.1%													2.8%		50.0%							10.0%	10.0%
Cheaper Fares/Longer time transfers/other fare complaints	2	-	-	-	-	-	-	-	-	-	-	-	-	2			-	-	-	-	-	-	2	
	5.1%													5.6%									20.0%	
Reduced parking spaces/Increased parking fees	2	-	-	-	-	-	-	-	-	-	-	-	-	2			-	-	-	-	-	1		1
	5.1%													5.6%								14.3%		10.0%
Better on-time performance/predictability	1	-	-	-	-	-	-	-	-	-	-	-	-	1			-	-	-	-	-	-	1	
	2.6%													2.8%									10.0%	
Better service reliability (fewer breakdowns, delays, etc.)	1	-	-	-	-	-	-	-	-	-	-	-	-	1			-	-	-	-	-	1	-	
	2.6%													2.8%								14.3%		
Better enforcement (senior/disabled seating, fare	1	-	-	-	-	-	-	-	-	-	-	-	-	1			-	-	-	-	-	-	1	-
	2.6%													2.8%									10.0%	
Direct lines/less or better connections/door to door service	1	-	-	-	-	-	-	-	-	-	-	-	-	1			-	-	-	-	-	-	-	1
	2.6%													2.8%										10.0%
Traffic mitigation measures	1	-	-	-	-	-	-	-	-	-	-	-	-	1			-	-	-	-	-	-	-	1
	2.6%													2.8%										10.0%
Satisfied with service/other positive comment ONLY	2	-	-	-	-	-	-	-	-	-	-	-	-	2			-	-	-	1	-	1	-	
	5.1%													5.6%						11.1%		14.3%		
Nothing	8	-	-	-	-	-	-	-	-	-	-	-	-	7	-	1	-	-	-	3	1	1	2	1
	20.5%													19.4%		50.0%				33.3%	33.3%	14.3%	20.0%	10.0%

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What would get you to consider using Muni for some of your trips in San Francisco?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - Non-Riders	39	1	14	14	10	7	11	9	8	3	5	4	8	19	19	17	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%	100.0%	100.0%	100.0%
Better security/safety from crime (other RIDERS security)	6	-	4	2	-	2	2	2	-	1	1	-	1	3	2	4	-
	15.4%	-	28.6%	14.3%		28.6%	18.2%	22.2%		33.3%	20.0%		12.5%	15.8%	10.5%	23.5%	
Extend/Keep/Return/Add routes/lines	4	-		3	1		1	1	1	1		1	1	1	3	1	-
	10.3%			21.4%	10.0%		9.1%	11.1%	12.5%	33.3%		25.0%	12.5%	5.3%	15.8%	5.9%	
Better vehicle/station cleanliness	4		1	2	1		3							4	1	2	1
	10.3%		7.1%	14.3%	10.0%		27.3%							21.1%	5.3%	11.8%	33.3%
Fewer rude/rowdy/homeless/crazy/impair	4	-	1	2	1	1	1	1		-	-	-	2	2	2	1	1
	10.3%		7.1%	14.3%	10.0%	14.3%	9.1%	11.1%					25.0%	10.5%	10.5%	5.9%	33.3%
If I have no other option	4		1	1	2	1	-	2		-	-	1		3	2	1	1
	10.3%		7.1%	7.1%	20.0%	14.3%		22.2%				25.0%		15.8%	10.5%	5.9%	33.3%
More frequent services/more buses for less wait time/express	3		2	1		-	1	-	1	1				2	2	1	
	7.7%		14.3%	7.1%			9.1%		12.5%	33.3%				10.5%	10.5%	5.9%	
Other systems (connections/comparing to [other	3		1	1	1	2	1			-	-	1		2	1	2	
	7.7%		7.1%	7.1%	10.0%	28.6%	9.1%					25.0%		10.5%	5.3%	11.8%	
Covid pandemic has ended	3	-	1	1	1	1		2		-	-	-	1	2		3	
	7.7%		7.1%	7.1%	10.0%	14.3%		22.2%					12.5%	10.5%		17.6%	
Eliminate overcrowding/more cars/bus for crowding	2			1	1	1	1	-						2	1	1	
	5.1%			7.1%	10.0%	14.3%	9.1%							10.5%	5.3%	5.9%	
Faster travel time	2	-	2	-			2	-	-	1				1	2	-	
	5.1%		14.3%				18.2%			33.3%				5.3%	10.5%		
More/less bus stops	2		2	-			1	1		-	1	-		1	2	-	
	5.1%		14.3%				9.1%	11.1%			20.0%			5.3%	10.5%		
Cheaper Fares/Longer time transfers/other fare complaints	2	-	-	1	1	-	1	1		-	-	-	1	1	1	1	-
	5.1%			7.1%	10.0%		9.1%	11.1%					12.5%	5.3%	5.3%	5.9%	
Reduced parking spaces/Increased parking fees	2	-	2	-			1	1	1	-	-		1	1	1		-
	5.1%		14.3%				11.1%	12.5%	33.3%				5.3%	5.3%	5.9%	
Better on-time performance/predictability	1	-	-	-	1	-	-			-	-	-		1			1
	2.6%				10.0%									5.3%			33.3%
Better service reliability (fewer breakdowns, delays, etc.)	1	-	-	1		-	1	-		-	-	-		1	-	1	
	2.6%			7.1%			9.1%							5.3%		5.9%	
Better enforcement (senior/disabled seating, fare	1	-	-	1		-	-	1		-	-	-	1		-	1	
	2.6%			7.1%				11.1%					12.5%			5.9%	
Direct lines/less or better connections/door to door service	1	-	1			-	-		1	-	-	1		-	-	1	
	2.6%		7.1%						12.5%			25.0%				5.9%	
Traffic mitigation measures	1	-	-	1		-	-	1		-	-	1		-	1	-	
	2.6%			7.1%				11.1%				25.0%			5.3%		
Satisfied with service/other positive comment ONLY	2	-	-	-	2	1	-		1	-	1		1	-	-	2	
	5.1%				20.0%	14.3%			12.5%		20.0%		12.5%			11.8%	
Nothing	8	1	1	4	2	1	3	1	3	-	2	-	3	3	5	2	1
	20.5%	100.0%	7.1%	28.6%	20.0%	14.3%	27.3%	11.1%	37.5%		40.0%		37.5%	15.8%	26.3%	11.8%	33.3%

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

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?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All respondents	410	160	100	39	69	39	66	41	133	40	171	117	43	393	9	8	104	71	104	90	100	85	83	47
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 (4)	108	43	26	17	15	8	16	13	31	9	44	34	14	108	-	-	22	19	27	21	24	27	26	10
	26.3%	26.9%	26.0%	43.6%	21.7%	20.5%	24.2%	31.7%	23.3%	22.5%	25.7%	29.1%	32.6%	27.5%			21.2%	26.8%	26.0%	23.3%	24.0%	31.8%	31.3%	21.3%
Somewhat familiar (3)	200	80	55	15	30	21	35	23	69	19	83	59	20	194	2	4	59	33	56	43	49	41	42	23
	48.8%	50.0%	55.0%	38.5%	43.5%	53.8%	53.0%	56.1%	51.9%	47.5%	48.5%	50.4%	46.5%	49.4%	22.2%	50.0%	56.7%	46.5%	53.8%	47.8%	49.0%	48.2%	50.6%	48.9%
Not too familiar (2)	69	23	14	5	18	6	8	4	26	8	29	17	8	66	1	2	12	13	19	17	18	12	12	8
	16.8%	14.4%	14.0%	12.8%	26.1%	15.4%	12.1%	9.8%	19.5%	20.0%	17.0%	14.5%	18.6%	16.8%	11.1%	25.0%	11.5%	18.3%	18.3%	18.9%	18.0%	14.1%	14.5%	17.0%
Not at all familiar (1)	33	14	5	2	6	4	7	1	7	4	15	7	1	25	6	2	11	6	2	9	9	5	3	6
	8.0%	8.8%	5.0%	5.1%	8.7%	10.3%	10.6%	2.4%	5.3%	10.0%	8.8%	6.0%	2.3%	6.4%	66.7%	25.0%	10.6%	8.5%	1.9%	10.0%	9.0%	5.9%	3.6%	12.8%
Don't know/refused	3	-	1	-	1	-	-	-	2	-	1	1	-	-	1	2	-	1	1	1	-	-	-	2
MEAN	2.93	2.95	3.02	3.21	2.78	2.85	2.91	3.17	2.93	2.83	2.91	3.03	3.09	2.98	1.56	2.25	2.88	2.92	3.04	2.84	2.88	3.06	3.10	2.79

COREY, CANAPARY & GALANIS RESEARCH

Table Q22

RIDERSHIP SURVEY 2021

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

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All respondents	410	18	84	167	141	118	157	86	22	26	39	48	59	238	181	222	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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 (4)	108	3	21	51	33	30	54	15	5	1	9	11	14	73	51	56	1
	26.3%	16.7%	25.0%	30.5%	23.4%	25.4%	34.4%	17.4%	22.7%	3.8%	23.1%	22.9%	23.7%	30.7%	28.2%	25.2%	14.3%
Somewhat familiar (3)	200	11	37	78	74	62	70	44	10	12	18	25	36	109	89	106	5
	48.8%	61.1%	44.0%	46.7%	52.5%	52.5%	44.6%	51.2%	45.5%	46.2%	46.2%	52.1%	61.0%	45.8%	49.2%	47.7%	71.4%
Not too familiar (2)	69	3	18	27	21	19	25	19	4	4	8	10	7	40	30	39	-
	16.8%	16.7%	21.4%	16.2%	14.9%	16.1%	15.9%	22.1%	18.2%	15.4%	20.5%	20.8%	11.9%	16.8%	16.6%	17.6%	
Not at all familiar (1)	33	1	8	11	13	7	8	8	3	9	4	2	2	16	11	21	1
	8.0%	5.6%	9.5%	6.6%	9.2%	5.9%	5.1%	9.3%	13.6%	34.6%	10.3%	4.2%	3.4%	6.7%	6.1%	9.5%	14.3%
Don't know/refused	3	-	1	-	2	-	1	2	-	1	1	-	-	1	1	2	-
MEAN	2.93	2.89	2.85	3.01	2.90	2.97	3.08	2.77	2.77	2.19	2.82	2.94	3.05	3.00	2.99	2.89	2.86

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

How satisfied are you with the job the SFMTA does managing transportation in San Francisco

	TOTAL -----	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC. -----	GOOD -----	FAIR -----	POOR -----	SURVEY LANGUAGE ENG -----	SP -----	CHN -----	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1 -------	2 -------	3 -------	4 -------	5 -------
BASE - All respondents	388	153	98	37	64	36	63	41	130	36	164	113	43	380	2	6	99	69	102	86	94	80	82	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Very satisfied (5)	35	16	4	7	4	3	3	5	12	4	13	3	11	34	-	1	7	7	9	6	8	4	11	5
	9.0%	10.5%	4.1%	18.9%	6.3%	8.3%	4.8%	12.2%	9.2%	11.1%	7.9%	2.7%	25.6%	8.9%		16.7%	7.1%	10.1%	8.8%	7.0%	8.5%	5.0%	13.4%	11.9%
Somewhat satisfied (4)	129	47	39	12	20	14	22	15	44	12	71	32	6	125	1	3	29	28	38	32	35	22	22	16
	33.2%	30.7%	39.8%	32.4%	31.3%	38.9%	34.9%	36.6%	33.8%	33.3%	43.3%	28.3%	14.0%	32.9%	50.0%	50.0%	29.3%	40.6%	37.3%	37.2%	37.2%	27.5%	26.8%	38.1%
Neutral (3)	84	33	15	5	19	6	13	6	23	4	32	33	4	82	1	1	21	6	21	23	15	19	15	12
	21.6%	21.6%	15.3%	13.5%	29.7%	16.7%	20.6%	14.6%	17.7%	11.1%	19.5%	29.2%	9.3%	21.6%	50.0%	16.7%	21.2%	8.7%	20.6%	26.7%	16.0%	23.8%	18.3%	28.6%
Somewhat unsatisfied (2)	99	41	27	8	18	11	18	12	35	7	42	38	7	98	-	1	27	20	29	17	28	24	23	6
	25.5%	26.8%	27.6%	21.6%	28.1%	30.6%	28.6%	29.3%	26.9%	19.4%	25.6%	33.6%	16.3%	25.8%		16.7%	27.3%	29.0%	28.4%	19.8%	29.8%	30.0%	28.0%	14.3%
Very unsatisfied (1)	41	16	13	5	3	2	7	3	16	9	6	7	15	41	-	-	15	8	5	8	8	11	11	3
	10.6%	10.5%	13.3%	13.5%	4.7%	5.6%	11.1%	7.3%	12.3%	25.0%	3.7%	6.2%	34.9%	10.8%			15.2%	11.6%	4.9%	9.3%	8.5%	13.8%	13.4%	7.1%
Don't know/refused	25	7	3	2	6	3	3	-	5	4	8	5	-	13	8	4	5	3	3	5	6	5	1	7
MEAN	3.05	3.04	2.94	3.22	3.06	3.14	2.94	3.17	3.01	2.86	3.26	2.88	2.79	3.03	3.50	3.67	2.86	3.09	3.17	3.13	3.07	2.80	2.99	3.33

COREY, CANAPARY & GALANIS RESEARCH

Table Q23

RIDERSHIP SURVEY 2021

How satisfied are you with the job the SFMTA does managing transportation in San Francisco

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All respondents	388	18	75	163	132	116	153	81	18	19	37	48	59	225	174	209	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Very satisfied (5)	35	3	2	17	13	11	12	7	3	-	3	7	2	23	16	19	-
	9.0%	16.7%	2.7%	10.4%	9.8%	9.5%	7.8%	8.6%	16.7%		8.1%	14.6%	3.4%	10.2%	9.2%	9.1%	
Somewhat satisfied (4)	129	7	32	46	44	34	52	30	9	8	15	15	17	74	60	68	1
	33.2%	38.9%	42.7%	28.2%	33.3%	29.3%	34.0%	37.0%	50.0%	42.1%	40.5%	31.3%	28.8%	32.9%	34.5%	32.5%	20.0%
Neutral (3)	84	4	20	40	20	33	24	19	3	7	7	7	14	49	37	44	3
	21.6%	22.2%	26.7%	24.5%	15.2%	28.4%	15.7%	23.5%	16.7%	36.8%	18.9%	14.6%	23.7%	21.8%	21.3%	21.1%	60.0%
Somewhat unsatisfied (2)	99	2	14	42	41	30	39	20	2	3	8	15	15	58	36	62	1
	25.5%	11.1%	18.7%	25.8%	31.1%	25.9%	25.5%	24.7%	11.1%	15.8%	21.6%	31.3%	25.4%	25.8%	20.7%	29.7%	20.0%
Very unsatisfied (1)	41	2	7	18	14	8	26	5	1	1	4	4	11	21	25	16	-
	10.6%	11.1%	9.3%	11.0%	10.6%	6.9%	17.0%	6.2%	5.6%	5.3%	10.8%	8.3%	18.6%	9.3%	14.4%	7.7%	
Don't know/refused	25	-	10	4	11	2	5	7	4	8	3	-	-	14	8	15	2
MEAN	3.05	3.39	3.11	3.01	3.01	3.09	2.90	3.17	3.61	3.16	3.14	3.13	2.73	3.09	3.03	3.06	3.00

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What is your approximate age?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS/WK	SEV. TIMES/WK	ONCE/WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS/WK	SEV. TIMES/WK	ONCE/WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
18 years old (18)	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-
	0.2%		1.0%				1.5%			2.5%				0.3%			1.0%					1.2%		
19 to 24 years old (21)	17	8	3	1	3	2	3	4	2	4	9	3	-	17	-	-	7	2	2	3	2	4	3	5
	4.1%	5.0%	3.0%	2.6%	4.3%	5.1%	4.5%	9.8%	1.5%	10.0%	5.2%	2.5%		4.3%			6.7%	2.8%	1.9%	3.3%	2.0%	4.7%	3.6%	10.2%
25 to 34 years old (29.5)	31	11	5	2	7	5	1	3	8	1	14	9	2	29	1	1	7	-	10	6	6	6	7	4
	7.5%	6.9%	5.0%	5.1%	10.0%	12.8%	1.5%	7.3%	5.9%	2.5%	8.1%	7.6%	4.7%	7.4%	10.0%	10.0%	6.7%		9.5%	6.6%	6.0%	7.1%	8.4%	8.2%
35 to 44 years old (39.5)	54	16	9	4	15	6	2	1	16	4	17	15	8	47	3	4	13	6	6	12	14	9	5	13
	13.1%	10.0%	8.9%	10.3%	21.4%	15.4%	3.0%	2.4%	11.9%	10.0%	9.9%	12.7%	18.6%	12.0%	30.0%	40.0%	12.5%	8.3%	5.7%	13.2%	14.0%	10.6%	6.0%	26.5%
45 to 54 years old (49.5)	78	37	19	3	13	4	15	5	29	7	30	23	13	75	3	-	25	10	18	19	14	17	19	9
	18.9%	23.1%	18.8%	7.7%	18.6%	10.3%	22.7%	12.2%	21.5%	17.5%	17.4%	19.5%	30.2%	19.1%	30.0%		24.0%	13.9%	17.1%	20.9%	14.0%	20.0%	22.9%	18.4%
55 to 64 years old (59.5)	89	45	17	6	12	13	14	7	28	9	35	29	7	87	1	1	36	11	15	23	21	16	19	10
	21.5%	28.1%	16.8%	15.4%	17.1%	33.3%	21.2%	17.1%	20.7%	22.5%	20.3%	24.6%	16.3%	22.1%	10.0%	10.0%	34.6%	15.3%	14.3%	25.3%	21.0%	18.8%	22.9%	20.4%
65 to 74 years old (69.5)	86	27	28	15	12	5	13	13	41	9	42	21	10	84	-	2	10	26	36	14	20	24	19	7
	20.8%	16.9%	27.7%	38.5%	17.1%	12.8%	19.7%	31.7%	30.4%	22.5%	24.4%	17.8%	23.3%	21.4%		20.0%	9.6%	36.1%	34.3%	15.4%	20.0%	28.2%	22.9%	14.3%
75 years or older (82)	52	13	19	8	8	3	17	8	11	4	24	17	3	49	1	2	4	17	18	14	22	6	10	-
	12.6%	8.1%	18.8%	20.5%	11.4%	7.7%	25.8%	19.5%	8.1%	10.0%	14.0%	14.4%	7.0%	12.5%	10.0%	20.0%	3.8%	23.6%	17.1%	15.4%	22.0%	7.1%	12.0%	-
Refused	5	3	-	-	-	1	-	-	-	1	1	1	-	4	1	-	1	-	-	-	1	2	1	1
	1.2%	1.9%				2.6%				2.5%	0.6%	0.8%		1.0%	10.0%		1.0%				1.0%	2.4%	1.2%	2.0%
Average (Mean) Age (In Years)	55.9	54.6	59.8	62.6	53.0	52.4	61.6	59.4	57.5	54.5	56.9	56.7	55.3	56.1	48.7	55.0	51.3	64.3	60.3	56.5	59.7	55.3	57.1	47.2

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What is your approximate age?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
18 years old (18)	1	1	-	-	-	-	1	-	-	-	-	-	-	1	1	-	-
	0.2%	5.6%					0.6%							0.4%	0.5%		
19 to 24 years old (21)	17	17	-	-	-	3	5	6	3	1	1	2	4	9	10	7	-
	4.1%	94.4%				2.5%	3.2%	6.8%	13.6%	3.7%	2.5%	4.2%	6.8%	3.8%	5.5%	3.1%	
25 to 34 years old (29.5)	31	-	31	-	-	11	11	5	3	2	2	4	3	20	15	16	-
	7.5%		36.5%			9.3%	7.0%	5.7%	13.6%	7.4%	5.0%	8.3%	5.1%	8.4%	8.2%	7.1%	
35 to 44 years old (39.5)	54	-	54	-	-	5	19	19	6	4	3	1	7	39	23	31	-
	13.1%		63.5%			4.2%	12.0%	21.6%	27.3%	14.8%	7.5%	2.1%	11.9%	16.3%	12.6%	13.8%	
45 to 54 years old (49.5)	78	-	-	78	-	13	25	29	6	7	-	4	10	57	39	37	2
	18.9%			46.7%		11.0%	15.8%	33.0%	27.3%	25.9%		8.3%	16.9%	23.8%	21.4%	16.5%	28.6%
55 to 64 years old (59.5)	89	-	-	89	-	29	35	20	2	4	8	12	17	48	37	51	1
	21.5%			53.3%		24.6%	22.2%	22.7%	9.1%	14.8%	20.0%	25.0%	28.8%	20.1%	20.3%	22.8%	14.3%
65 to 74 years old (69.5)	86	-	-	-	86	32	41	7	1	5	17	13	13	38	33	52	1
	20.8%				60.1%	27.1%	25.9%	8.0%	4.5%	18.5%	42.5%	27.1%	22.0%	15.9%	18.1%	23.2%	14.3%
75 years or older (82)	52	-	-	-	52	25	21	1	1	3	9	12	5	23	24	28	-
	12.6%				36.4%	21.2%	13.3%	1.1%	4.5%	11.1%	22.5%	25.0%	8.5%	9.6%	13.2%	12.5%	
Refused	5	-	-	-	5	-	-	1	-	1	-	-	-	4	-	2	3
	1.2%				3.5%			1.1%		3.7%				1.7%		0.9%	42.9%
Average (Mean) Age (In Years)	55.9	20.8	35.9	54.8	74.2	61.3	57.5	48.5	43.5	54.5	64.9	62.5	55.4	53.4	54.8	56.8	57.0

COREY, CANAPARY & GALANIS RESEARCH

Table Q25

RIDERSHIP SURVEY 2021

What is your gender? Select one that best describes your current gender identity.

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - All Respondents	407	159	101	39	68	38	66	41	134	40	170	117	43	387	10	10	103	72	104	90	97	84	82	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Female	224	90	54	26	36	12	39	23	75	28	93	69	17	212	7	5	53	40	56	49	51	49	44	28
	55.0%	56.6%	53.5%	66.7%	52.9%	31.6%	59.1%	56.1%	56.0%	70.0%	54.7%	59.0%	39.5%	54.8%	70.0%	50.0%	51.5%	55.6%	53.8%	54.4%	52.6%	58.3%	53.7%	57.1%
Male	182	69	46	13	32	26	27	18	58	12	77	48	25	174	3	5	50	32	47	40	46	35	38	21
	44.7%	43.4%	45.5%	33.3%	47.1%	68.4%	40.9%	43.9%	43.3%	30.0%	45.3%	41.0%	58.1%	45.0%	30.0%	50.0%	48.5%	44.4%	45.2%	44.4%	47.4%	41.7%	46.3%	42.9%
Genderqueer/gender non-binary	1		1						1				1	1					1	1				
	0.2%		1.0%						0.7%				2.3%	0.3%					1.0%	1.1%				
Don't know/refused	6	1	-	-	2	1	-	-	1	-	2	1	-	6	-	-	1	-	1	1	3	1	1	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What is your gender? Select one that best describes your current gender identity.

	TOTAL	Q24 AGE 18-24	25-44	45-64	65+	HOUSEHOLD SIZE 1	2	3-4	5 OR MORE	INCOME (IN $1000) <25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	GENDER MALE	FEMALE	OTHER/ BLNK
BASE - All Respondents	407	18	85	165	139	116	158	87	22	27	40	48	57	235	182	224	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Female	224	7	47	88	82	73	84	43	9	19	22	28	32	123	-	224	-
	55.0%	38.9%	55.3%	53.3%	59.0%	62.9%	53.2%	49.4%	40.9%	70.4%	55.0%	58.3%	56.1%	52.3%		100.0%	
Male	182	11	38	76	57	43	74	43	13	8	18	20	25	111	182	-	-
	44.7%	61.1%	44.7%	46.1%	41.0%	37.1%	46.8%	49.4%	59.1%	29.6%	45.0%	41.7%	43.9%	47.2%	100.0%		
Genderqueer/gender non-binary	1	-	-	1	-	-	-	1						1	-	-	1
	0.2%			0.6%				1.1%						0.4%			100.0%
Don't know/refused	6	-	-	2	4	2	-	1	-	-	-	-	2	4	-	-	6

COREY, CANAPARY & GALANIS RESEARCH

Table Q26

RIDERSHIP SURVEY 2021

What race and/or ethnicity do you identify with?

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - All respondents	397	155	97	37	69	38	65	40	132	40	169	111	41	377	10	10	101	72	102	88	96	82	78	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	242	89	70	29	40	16	38	29	94	26	106	70	26	242	-		44	59	74	57	71	51	46	16
	61.0%	57.4%	72.2%	78.4%	58.0%	42.1%	58.5%	72.5%	71.2%	65.0%	62.7%	63.1%	63.4%	64.2%			43.6%	81.9%	72.5%	64.8%	74.0%	62.2%	59.0%	32.7%
Asian	101	41	16	6	18	12	13	5	30	7	41	23	12	91	-	10	31	9	20	15	15	30	21	17
	25.4%	26.5%	16.5%	16.2%	26.1%	31.6%	20.0%	12.5%	22.7%	17.5%	24.3%	20.7%	29.3%	24.1%		100.0%	30.7%	12.5%	19.6%	17.0%	15.6%	36.6%	26.9%	34.7%
Black or African American	24	9	4	2	7	4	6	2	2	5	9	8	-	24	-	-	11	1	2	4	5	-	8	7
	6.0%	5.8%	4.1%	5.4%	10.1%	10.5%	9.2%	5.0%	1.5%	12.5%	5.3%	7.2%		6.4%			10.9%	1.4%	2.0%	4.5%	5.2%		10.3%	14.3%
Hispanic, Latina, Latino, or Latinx	23	10	3	1	6	4	3	3	6	3	9	8	-	20	3	-	7	5	4	8	5	1	3	6
	5.8%	6.5%	3.1%	2.7%	8.7%	10.5%	4.6%	7.5%	4.5%	7.5%	5.3%	7.2%		5.3%	30.0%		6.9%	6.9%	3.9%	9.1%	5.2%	1.2%	3.8%	12.2%
Native American	16	7	6	-	2	1	6	2	4	2	5	7	1	9	7	-	8	1	4	5	3	2	2	4
	4.0%	4.5%	6.2%		2.9%	2.6%	9.2%	5.0%	3.0%	5.0%	3.0%	6.3%	2.4%	2.4%	70.0%		7.9%	1.4%	3.9%	5.7%	3.1%	2.4%	2.6%	8.2%
Pacific Islander	4	1	3	-	-	1	1	-	1	-	3	1	-	4	-	-	3	-	-	1	-	2	1	-
	1.0%	0.6%	3.1%			2.6%	1.5%		0.8%		1.8%	0.9%		1.1%			3.0%			1.1%		2.4%	1.3%	
Middle Eastern or North African	3	1	-	-	-	-	1	-	1	-	-	-	2	3	-	-	1	-	1	2	1	-	-	-
	0.8%	0.6%					1.5%		0.8%				4.9%	0.8%			1.0%		1.0%	2.3%	1.0%			
Mixed (Unspecified)	1	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-	-	1
	0.3%	0.6%				2.6%					0.6%			0.3%					1.0%					2.0%
Don't know/refused	16	5	4	2	1	1	1	1	3	-	3	7	2	16	-	-	3	-	3	3	4	3	5	-

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What race and/or ethnicity do you identify with?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - All respondents	397	18	82	161	136	114	155	87	20	27	40	45	58	227	179	215	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%	100.0%	100.0%	100.0%
White	242	6	37	95	104	80	106	41	7	8	29	27	29	149	111	129	2
	61.0%	33.3%	45.1%	59.0%	76.5%	70.2%	68.4%	47.1%	35.0%	29.6%	72.5%	60.0%	50.0%	65.6%	62.0%	60.0%	66.7%
Asian	101	6	30	46	19	22	27	32	9	5	8	9	20	59	40	60	1
	25.4%	33.3%	36.6%	28.6%	14.0%	19.3%	17.4%	36.8%	45.0%	18.5%	20.0%	20.0%	34.5%	26.0%	22.3%	27.9%	33.3%
Black or African American	24	4	3	12	5	7	9	5	2	4	2	4	4	10	7	17	-
	6.0%	22.2%	3.7%	7.5%	3.7%	6.1%	5.8%	5.7%	10.0%	14.8%	5.0%	8.9%	6.9%	4.4%	3.9%	7.9%	
Hispanic, Latina, Latino, or Latinx	23	2	10	4	7	5	10	6	1	4	2	4	3	10	13	10	-
	5.8%	11.1%	12.2%	2.5%	5.1%	4.4%	6.5%	6.9%	5.0%	14.8%	5.0%	8.9%	5.2%	4.4%	7.3%	4.7%	
Native American	16	-	4	7	5	2	7	6	1	7	1	1	4	3	6	10	-
	4.0%		4.9%	4.3%	3.7%	1.8%	4.5%	6.9%	5.0%	25.9%	2.5%	2.2%	6.9%	1.3%	3.4%	4.7%	
Pacific Islander	4	-	1	2	1	-	3	1				2	-	2	2	2	-
	1.0%		1.2%	1.2%	0.7%		1.9%	1.1%				4.4%		0.9%	1.1%	0.9%	
Middle Eastern or North African	3		1	1	1	1	1	-	1					3	2	1	-
	0.8%		1.2%	0.6%	0.7%	0.9%	0.6%		5.0%					1.3%	1.1%	0.5%	
Mixed (Unspecified)	1	1	-	-	-	-	1	-	-					1	1	-	-
	0.3%	5.6%					0.6%							0.4%	0.6%		
Don't know/refused	16	-	3	6	7	4	3	1	2	-	-	3	1	12	3	9	4

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What is the approximate annual income of everyone in your household?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Under $10,000 ($5,000)	12	6	2	-	1	-	4		2	2	1	5	1	5	6	1	4	2	-	5	2	2	1	2
	2.9%	3.8%	2.0%		1.4%		6.1%		1.5%	5.0%	0.6%	4.2%	2.3%	1.3%	60.0%	10.0%	3.8%	2.8%		5.5%	2.0%	2.4%	1.2%	4.1%
$10,000 to $25,000 ($17,500)	15	10	3	-	2	4	4	2	3	4	8	3	-	10	4	1	5	3	5	6	4	-	-	5
	3.6%	6.3%	3.0%		2.9%	10.3%	6.1%	4.9%	2.2%	10.0%	4.7%	2.5%		2.5%	40.0%	10.0%	4.8%	4.2%	4.8%	6.6%	4.0%			10.2%
$25,001 to $35,000 ($30,000.5)	20	10	4	3	1	6	5	1	4	3	11	4	-	19	-	1	2	6	8	4	7	7	1	1
	4.8%	6.3%	4.0%	7.7%	1.4%	15.4%	7.6%	2.4%	3.0%	7.5%	6.4%	3.4%		4.8%		10.0%	1.9%	8.3%	7.6%	4.4%	7.0%	8.2%	1.2%	2.0%
$35,001 to $45,000 ($40,000.5)	20	9	4	2	2	3	5	2	4	2	10	5	-	18	-	2	6	1	7	4	4	4	5	3
	4.8%	5.6%	4.0%	5.1%	2.9%	7.7%	7.6%	4.9%	3.0%	5.0%	5.8%	4.2%		4.6%		20.0%	5.8%	1.4%	6.7%	4.4%	4.0%	4.7%	6.0%	6.1%
$45,001 to $75,000 ($60,000.5)	48	25	10	4	5	7	13	9	6	6	19	13	6	46	-	2	19	7	9	7	10	10	15	6
	11.6%	15.6%	9.9%	10.3%	7.1%	17.9%	19.7%	22.0%	4.4%	15.0%	11.0%	11.0%	14.0%	11.7%		20.0%	18.3%	9.7%	8.6%	7.7%	10.0%	11.8%	18.1%	12.2%
$75,001 to $100,000 ($87,500.5)	59	20	13	3	14	5	7	8	20	6	20	14	11	59	-	-	17	8	15	14	13	10	13	8
	14.3%	12.5%	12.9%	7.7%	20.0%	12.8%	10.6%	19.5%	14.8%	15.0%	11.6%	11.9%	25.6%	15.0%			16.3%	11.1%	14.3%	15.4%	13.0%	11.8%	15.7%	16.3%
$100,001 to $150,000 ($125,000.5)	47	19	9	6	9	3	11	6	17	6	26	9	3	47	-	-	16	9	12	12	14	8	6	7
	11.4%	11.9%	8.9%	15.4%	12.9%	7.7%	16.7%	14.6%	12.6%	15.0%	15.1%	7.6%	7.0%	12.0%			15.4%	12.5%	11.4%	13.2%	14.0%	9.4%	7.2%	14.3%
$150,001 to $200,000 ($175,000.5)	29	13	7	2	3	2	6	-	13	-	10	13	3	29	-	-	6	3	12	5	8	5	6	4
	7.0%	8.1%	6.9%	5.1%	4.3%	5.1%	9.1%		9.6%		5.8%	11.0%	7.0%	7.4%			5.8%	4.2%	11.4%	5.5%	8.0%	5.9%	7.2%	8.2%
$200,000 or more ($250,000)	76	14	26	9	19	2	3	5	35	5	34	19	11	75	-	1	11	18	16	21	16	16	18	5
	18.4%	8.8%	25.7%	23.1%	27.1%	5.1%	4.5%	12.2%	25.9%	12.5%	19.8%	16.1%	25.6%	19.1%		10.0%	10.6%	25.0%	15.2%	23.1%	16.0%	18.8%	21.7%	10.2%
Refused	87	34	23	10	14	7	8	8	31	6	33	33	8	85	-	2	18	15	21	13	22	23	18	8
	21.1%	21.3%	22.8%	25.6%	20.0%	17.9%	12.1%	19.5%	23.0%	15.0%	19.2%	28.0%	18.6%	21.6%		20.0%	17.3%	20.8%	20.0%	14.3%	22.0%	27.1%	21.7%	16.3%
Average Household Income	121825.5	97341.7	#######	#######	144196.7	76641.0	86336.6	102576.2	150024.3	92206.2	124209.0	124147.4	142214.6	126989.0	10000.0	62812.8	102732.9	132500.3	119762.3	124102.9	119711.9	124677.8	131885.0	100793.0

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

What is the approximate annual income of everyone in your household?

	TOTAL	Q24 AGE 18-24	25-44	45-64	65+	HH SIZE 1	2	3-4	5 OR MORE	INCOME <25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	GENDER MALE	FEMALE	OTHER/BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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 $10,000 ($5,000)	12	-	3	5	4	3	3	4	1	12		-	-	-	3	9	-
	2.9%		3.5%	3.0%	2.8%	2.5%	1.9%	4.5%	4.5%	44.4%					1.6%	4.0%	
$10,000 to $25,000 ($17,500)	15	1	3	6	5	9	2	3		15		-	-	-	5	10	-
	3.6%	5.6%	3.5%	3.6%	3.5%	7.6%	1.3%	3.4%		55.6%					2.7%	4.5%	
$25,001 to $35,000 ($30,000.5)	20	-	1	6	13	14	4	2		-	20	-	-	-	9	11	-
	4.8%		1.2%	3.6%	9.1%	11.9%	2.5%	2.3%			50.0%				4.9%	4.9%	
$35,001 to $45,000 ($40,000.5)	20	1	4	2	13	10	6	2	2	-	20	-	-	-	9	11	-
	4.8%	5.6%	4.7%	1.2%	9.1%	8.5%	3.8%	2.3%	9.1%		50.0%				4.9%	4.9%	
$45,001 to $75,000 ($60,000.5)	48	2	5	16	25	23	17	6	1	-	-	48	-	-	20	28	-
	11.6%	11.1%	5.9%	9.6%	17.5%	19.5%	10.8%	6.8%	4.5%			100.0%			11.0%	12.5%	
$75,001 to $100,000 ($87,500.5)	59	4	10	27	18	21	19	15	2	-	-	-	59	-	25	32	2
	14.3%	22.2%	11.8%	16.2%	12.6%	17.8%	12.0%	17.0%	9.1%				100.0%		13.7%	14.3%	28.6%
$100,001 to $150,000 ($125,000.5)	47	4	9	18	16	13	21	5	5	-	-	-	-	47	21	26	-
	11.4%	22.2%	10.6%	10.8%	11.2%	11.0%	13.3%	5.7%	22.7%					19.7%	11.5%	11.6%	
$150,001 to $200,000 ($175,000.5)	29	3	8	13	5	4	16	8	-	-	-	-	-	29	17	12	-
	7.0%	16.7%	9.4%	7.8%	3.5%	3.4%	10.1%	9.1%						12.1%	9.3%	5.4%	
$200,000 or more ($250,000)	76	1	28	38	9	6	33	30	5	-	-	-	-	76	38	37	1
	18.4%	5.6%	32.9%	22.8%	6.3%	5.1%	20.9%	34.1%	22.7%					31.8%	20.9%	16.5%	14.3%
Refused	87	2	14	36	35	15	37	13	6	-	-	-	-	87	35	48	4
	21.1%	11.1%	16.5%	21.6%	24.5%	12.7%	23.4%	14.8%	27.3%					36.4%	19.2%	21.4%	57.1%
Average Household Income	121825.5	#######	#######	#######	85347.6	78010.1	138574.7	152133.6	137187.8	11944.4	35000.5	60000.5	87500.5	197039.7	130748.6	114034.4	141667.0

COREY, CANAPARY & GALANIS RESEARCH

Table Q28

RIDERSHIP SURVEY 2021

How many people are in your household?

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1)				HOW OFTEN RIDE MUNI CURRENTLY (Q2)				RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE				
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1	118	56	28	12	14	16	28	19	28	16	54	31	10	115	1	2	25	25	41	31	45	23	12	6
	28.6%	35.0%	27.7%	30.8%	20.0%	41.0%	42.4%	46.3%	20.7%	40.0%	31.4%	26.3%	23.3%	29.3%	10.0%	20.0%	24.0%	34.7%	39.0%	34.1%	45.0%	27.1%	14.5%	12.2%
2	158	55	42	20	28	11	23	13	67	15	64	51	17	155	3		41	35	38	41	31	31	38	17
	38.3%	34.4%	41.6%	51.3%	40.0%	28.2%	34.8%	31.7%	49.6%	37.5%	37.2%	43.2%	39.5%	39.4%	30.0%		39.4%	48.6%	36.2%	45.1%	31.0%	36.5%	45.8%	34.7%
3	47	15	12	2	12	1	9	2	18	2	20	12	7	43	1	3	16	4	10	7	4	15	13	8
	11.4%	9.4%	11.9%	5.1%	17.1%	2.6%	13.6%	4.9%	13.3%	5.0%	11.6%	10.2%	16.3%	10.9%	10.0%	30.0%	15.4%	5.6%	9.5%	7.7%	4.0%	17.6%	15.7%	16.3%
4	41	13	11	4	10	2	3	2	13	4	16	11	6	35	4	2	9	4	7	7	7	5	11	11
	9.9%	8.1%	10.9%	10.3%	14.3%	5.1%	4.5%	4.9%	9.6%	10.0%	9.3%	9.3%	14.0%	8.9%	40.0%	20.0%	8.7%	5.6%	6.7%	7.7%	7.0%	5.9%	13.3%	22.4%
5	17	6	4	-	1	4	1	-	3	1	5	4	1	14	1	2	5	1	2	4	4	3	2	3
	4.1%	3.8%	4.0%		1.4%	10.3%	1.5%		2.2%	2.5%	2.9%	3.4%	2.3%	3.6%	10.0%	20.0%	4.8%	1.4%	1.9%	4.4%	4.0%	3.5%	2.4%	6.1%
6	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2
	0.5%													0.5%										4.1%
7 or more	3	1	-	1	1	-	1	-	1	1	1	1	-	3	-	-	1	-	1	-	1	1	-	1
	0.7%	0.6%		2.6%	1.4%		1.5%		0.7%	2.5%	0.6%	0.8%		0.8%			1.0%		1.0%		1.0%	1.2%		2.0%
Refused	27	14	4	-	4	5	1	5	5	1	12	8	2	26	-	1	7	3	6	1	8	7	7	1
	6.5%	8.8%	4.0%		5.7%	12.8%	1.5%	12.2%	3.7%	2.5%	7.0%	6.8%	4.7%	6.6%		10.0%	6.7%	4.2%	5.7%	1.1%	8.0%	8.2%	8.4%	2.0%
MEAN	2.2	2.1	2.2	2.1	2.4	2.0	2.0	1.6	2.2	2.1	2.1	2.2	2.3	2.2	3.1	3.2	2.3	1.9	2.0	2.0	1.9	2.2	2.4	3.0

COREY, CANAPARY & GALANIS RESEARCH

Table Q28

RIDERSHIP SURVEY 2021

How many people are in your household?

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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	118	3	16	42	57	118				12	24	23	21	38	43	73	2
	28.6%	16.7%	18.8%	25.1%	39.9%	100.0%				44.4%	60.0%	47.9%	35.6%	15.9%	23.6%	32.6%	28.6%
2	158	6	30	60	62	-	158	-		5	10	17	19	107	74	84	-
	38.3%	33.3%	35.3%	35.9%	43.4%		100.0%			18.5%	25.0%	35.4%	32.2%	44.8%	40.7%	37.5%	
3	47	4	13	24	6	-		47		2	2	5	12	26	25	22	-
	11.4%	22.2%	15.3%	14.4%	4.2%			53.4%		7.4%	5.0%	10.4%	20.3%	10.9%	13.7%	9.8%	
4	41	2	11	25	3	-		41	-	5	2	1	3	30	18	21	2
	9.9%	11.1%	12.9%	15.0%	2.1%			46.6%		18.5%	5.0%	2.1%	5.1%	12.6%	9.9%	9.4%	28.6%
5	17	1	7	7	2	-		-	17	1	2	-	2	12	11	6	-
	4.1%	5.6%	8.2%	4.2%	1.4%				77.3%	3.7%	5.0%		3.4%	5.0%	6.0%	2.7%	
6	2	-	2	-	-	-		-	2	-	-	1	-	1	-	2	-
	0.5%		2.4%						9.1%			2.1%		0.4%		0.9%	
7 or more	3	2	-	1	-	-		-	3	-	-	-	-	3	2	1	-
	0.7%	11.1%		0.6%					13.6%					1.3%	1.1%	0.4%	
Refused	27	-	6	8	13	-	-	-	-	2	-	1	2	22	9	15	3
	6.5%		7.1%	4.8%	9.1%					7.4%		2.1%	3.4%	9.2%	4.9%	6.7%	42.9%
MEAN	2.2	3.2	2.6	2.4	1.7	1.0	2.0	3.5	5.6	2.1	1.7	1.7	2.1	2.5	2.4	2.1	2.5

COREY, CANAPARY & GALANIS RESEARCH

RIDERSHIP SURVEY 2021

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

	TOTAL	HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	HOW OFTEN RIDE MUNI CURRENTLY (Q2) 5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC. EXC.	GOOD	FAIR	POOR	SURVEY LANGUAGE ENG	SP	CHN	TRIP PURPOSE WORK/ SCHL	PERS. BUS	OTHER	ZONE 1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
94102	11	4	5	1		2	2	2	3	2	5	3		11	-	-	4	2	3	11	-	-	-	-
	2.7%	2.5%	5.0%	2.6%		5.1%	3.0%	4.9%	2.2%	5.0%	2.9%	2.5%		2.8%			3.8%	2.8%	2.9%	11.0%				
94103	13	5	4	2	2	1	3	1	6	2	6	4	1	10	2	1	3	4	4	13	-	-	-	-
	3.1%	3.1%	4.0%	5.1%	2.9%	2.6%	4.5%	2.4%	4.4%	5.0%	3.5%	3.4%	2.3%	2.5%	20.0%	10.0%	2.9%	5.6%	3.8%	14.3%				
94106	1	-	1			-	-	-	1				1	1	-	-			1	1	-	-	-	-
	0.2%		1.0%						0.7%				2.3%	0.3%					1.0%	1.1%				
94107	16	6	6	1	2	4	4	2	2	-	7	7	1	15	-	1	9	1	2	16	-	-	-	-
	3.9%	3.8%	5.9%	2.6%	2.9%	10.3%	6.1%	4.9%	1.5%		4.1%	5.9%	2.3%	3.8%		10.0%	8.7%	1.4%	1.9%	17.6%				
94108	4	2	-	-	1	2	-	-	1	-	2	-	1	3	-	1	2	-	1	-	4	-	-	-
	1.0%	1.3%			1.4%	5.1%			0.7%		1.2%		2.3%	0.8%		10.0%	1.9%		1.0%		4.0%			
94109	27	16	5	3	3	2	13	1	9	2	14	7	4	26	-	1	5	9	11	27	-	-	-	-
	6.5%	10.0%	5.0%	7.7%	4.3%	5.1%	19.7%	2.4%	6.7%	5.0%	8.1%	5.9%	9.3%	6.6%		10.0%	4.8%	12.5%	10.5%	27.0%				
94110	30	6	9	2	7	1	4	3	9	5	9	9	2	28	2	-	6	2	9	30	-	-	-	-
	7.3%	3.8%	8.9%	5.1%	10.0%	2.6%	6.1%	7.3%	6.7%	12.5%	5.2%	7.6%	4.7%	7.1%	20.0%		5.8%	2.8%	8.6%	33.0%				
94111	1	-	1			-	-	-	1	-	1	-	-	1	-	-	-	-	1	1	-	-	-	-
	0.2%		2.6%						0.7%		0.6%			0.3%					1.0%	1.0%				
94112	26	12	5		6	7	2	1	9	2	9	12		21	2	3	10	2	7	-	-	-	-	26
	6.3%	7.5%	5.0%		8.6%	17.9%	3.0%	2.4%	6.7%	5.0%	5.2%	10.2%		5.3%	20.0%	30.0%	9.6%	2.8%	6.7%					53.1%
94114	29	7	13	1	4	2	4	4	8	4	10	8	4	29	-	-	5	6	7	29	-	-	-	-
	7.0%	4.4%	12.9%	2.6%	5.7%	5.1%	6.1%	9.8%	5.9%	10.0%	5.8%	6.8%	9.3%	7.4%			4.8%	8.3%	6.7%	31.9%				
94115	19	7	3	5	4	2	4	3	6	2	12	5	-	19	-	-	5	8	2	-	19	-	-	-
	4.6%	4.4%	3.0%	12.8%	5.7%	5.1%	6.1%	7.3%	4.4%	5.0%	7.0%	4.2%		4.8%			4.8%	11.1%	1.9%		19.0%			
94116	27	11	8	1	6	-	6	3	10	1	9	9	7	27	-	-	8	6	5	-	-	-	27	-
	6.5%	6.9%	7.9%	2.6%	8.6%		9.1%	7.3%	7.4%	2.5%	5.2%	7.6%	16.3%	6.9%			7.7%	8.3%	4.8%				32.5%	
94117	23	10	8	-	5	-	4	4	9	3	9	6	4	23	-	-	4	2	11	23	-	-	-	-
	5.6%	6.3%	7.9%		7.1%		6.1%	9.8%	6.7%	7.5%	5.2%	5.1%	9.3%	5.9%			3.8%	2.8%	10.5%	23.0%				
94118	23	10	6	1	4	2	-	3	13	2	12	6	1	22	1	-	6	6	6	-	-	23	-	-
	5.6%	6.3%	5.9%	2.6%	5.7%	5.1%		7.3%	9.6%	5.0%	7.0%	5.1%	2.3%	5.6%	10.0%		5.8%	8.3%	5.7%			27.1%		
94121	23	8	5	4	5	2	2	2	12	7	10	3	2	21	-	2	7	6	5	-	-	23	-	-
	5.6%	5.0%	5.0%	10.3%	7.1%	5.1%	3.0%	4.9%	8.9%	17.5%	5.8%	2.5%	4.7%	5.3%		20.0%	6.7%	8.3%	4.8%			27.1%		
94122	38	17	5	6	6	4	2	4	14	3	15	12	4	38	-	-	7	6	11	-	-	38	-	-
	9.2%	10.6%	5.0%	15.4%	8.6%	10.3%	3.0%	9.8%	10.4%	7.5%	8.7%	10.2%	9.3%	9.7%			6.7%	8.3%	10.5%			44.7%		
94123	10	3	4	2	1	2	2	2	2	1	6	2	1	10	-	-	1	2	5	-	10	-	-	-
	2.4%	1.9%	4.0%	5.1%	1.4%	5.1%	3.0%	4.9%	1.5%	2.5%	3.5%	1.7%	2.3%	2.5%			1.0%	2.8%	4.8%		10.0%			
94124	16	6	1	2	2	-	2	-	2	3	4	3	1	12	3	1	4	-	-	-	-	-	-	16
	3.9%	3.8%	1.0%	5.1%	2.9%		3.0%		1.5%	7.5%	2.3%	2.5%	2.3%	3.1%	30.0%	10.0%	3.8%							32.7%
94127	14	4	2	2	2	-	2	1	3	-	8	2	1	14	-	-	2	2	2	-	-	-	14	-
	3.4%	2.5%	2.0%	5.1%	2.9%		3.0%	2.4%	2.2%		4.7%	1.7%	2.3%	3.6%			1.9%	2.8%	1.9%				16.9%	
94129	1	-	1			-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-
	0.2%		1.0%						0.7%			0.8%		0.3%				1.4%					1.2%	
94130	1	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	1
	0.2%	0.6%							0.7%		0.6%			0.3%					1.0%					2.0%
94131	24	8	6	3	4	4	4	2	3	1	9	9	2	24	-	-	6	2	5	-	-	-	-	24
	5.8%	5.0%	5.9%	7.7%	5.7%	10.3%	6.1%	4.9%	2.2%	2.5%	5.2%	7.6%	4.7%	6.1%			5.8%	2.8%	4.8%					28.9%
94132	18	11	2	-	2	-	3	-	6	-	4	6	5	18	-	-	6	2	1	-	-	-	-	18
	4.4%	6.9%	2.0%		2.9%		4.5%		4.4%		2.3%	5.1%	11.6%	4.6%			5.8%	2.8%	1.0%					21.7%
94133	5	3	-	1	-	-	2	1	1	-	3	1	-	5	-	-	1	1	2	5	-	-	-	-
	1.2%	1.9%		2.6%			3.0%	2.4%	0.7%		1.7%	0.8%		1.3%			1.0%	1.4%	1.9%	5.0%				
94134	6	1	1	-	2	1	-	2	1	-	3	1	-	6	-	-	2	-	2	-	-	-	-	6
	1.5%	0.6%	1.0%		2.9%	2.6%		4.9%	0.7%		1.7%	0.8%		1.5%			1.9%		1.9%					12.2%
94158	2	-	1	1	1	-	1	-	-	-	2	-	-	2	-	-	-	-	1	2	-	-	-	-
	0.5%		1.0%		1.4%		1.5%				1.2%			0.5%					1.0%	2.2%				
Refuse	5	2	-	1	1	1	-	-	2	-	2	2	1	5	-	-	1	2	-	-	-	-	-	-
	1.2%	1.3%		2.6%	1.4%	2.6%			1.5%		1.2%	1.7%	2.3%	1.3%			1.0%	2.8%						

RIDERSHIP SURVEY 2021

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

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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	11	1	1	5	4	5	4	-	1	1	3	1	1	5	8	3	-
	2.7%	5.6%	1.2%	3.0%	2.8%	4.2%	2.5%		4.5%	3.7%	7.5%	2.1%	1.7%	2.1%	4.4%	1.3%	
94103	13	1	2	6	4	7	5	1		4	1	1	1	6	5	8	-
	3.1%	5.6%	2.4%	3.6%	2.8%	5.9%	3.2%	1.1%		14.8%	2.5%	2.1%	1.7%	2.5%	2.7%	3.6%	
94106	1	-	-	1	-	-	-	1						1	-	-	1
	0.2%			0.6%				1.1%						0.4%			14.3%
94107	16	-	3	11	2	8	5	2	1	1	2	-	2	11	4	12	-
	3.9%		3.5%	6.6%	1.4%	6.8%	3.2%	2.3%	4.5%	3.7%	5.0%		3.4%	4.6%	2.2%	5.4%	
94108	4	-	3	-	1	2	-	-	1		1	-	2	1	1	2	1
	1.0%		3.5%		0.7%	1.7%			4.5%		2.5%		3.4%	0.4%	0.5%	0.9%	14.3%
94109	27	-	3	9	15	14	9	-	1	2	2	4	1	18	12	14	1
	6.5%		3.5%	5.4%	10.5%	11.9%	5.7%		4.5%	7.4%	5.0%	8.3%	1.7%	7.5%	6.6%	6.3%	14.3%
94110	30	1	8	13	8	5	17	7	1	3	4	4	5	14	12	17	1
	7.3%	5.6%	9.4%	7.8%	5.6%	4.2%	10.8%	8.0%	4.5%	11.1%	10.0%	8.3%	8.5%	5.9%	6.6%	7.6%	14.3%
94111	1	-	-	-	1	-	1	-						1	-	1	-
	0.2%				0.7%		0.6%							0.4%		0.4%	
94112	26	1	9	10	6	1	13	7	4	2	2	2	4	16	10	16	-
	6.3%	5.6%	10.6%	6.0%	4.2%	0.8%	8.2%	8.0%	18.2%	7.4%	5.0%	4.2%	6.8%	6.7%	5.5%	7.1%	
94114	29	1	4	11	13	10	13	3	2	3	1	2	6	17	18	11	-
	7.0%	5.6%	4.7%	6.6%	9.1%	8.5%	8.2%	3.4%	9.1%	11.1%	2.5%	4.2%	10.2%	7.1%	9.9%	4.9%	
94115	19	-	2	10	7	7	5	6		1	2	3	2	11	6	12	1
	4.6%		2.4%	6.0%	4.9%	5.9%	3.2%	6.8%		3.7%	5.0%	6.3%	3.4%	4.6%	3.3%	5.4%	14.3%
94116	27	1	4	14	8	2	12	10	1			3	9	15	14	13	-
	6.5%	5.6%	4.7%	8.4%	5.6%	1.7%	7.6%	11.4%	4.5%			6.3%	15.3%	6.3%	7.7%	5.8%	
94117	23	-	9	7	7	8	9	5	1	1	2	-	3	17	13	10	-
	5.6%		10.6%	4.2%	4.9%	6.8%	5.7%	5.7%	4.5%	3.7%	5.0%		5.1%	7.1%	7.1%	4.5%	
94118	23	-	6	12	5	7	9	7	-	2	3	4	2	12	10	13	-
	5.6%		7.1%	7.2%	3.5%	5.9%	5.7%	8.0%		7.4%	7.5%	8.3%	3.4%	5.0%	5.5%	5.8%	
94121	23	3	2	10	8	6	8	5	1		2	3	2	16	12	10	1
	5.6%	16.7%	2.4%	6.0%	5.6%	5.1%	5.1%	5.7%	4.5%		5.0%	6.3%	3.4%	6.7%	6.6%	4.5%	14.3%
94122	38	2	7	10	19	10	13	8	3	-	6	3	6	23	13	25	-
	9.2%	11.1%	8.2%	6.0%	13.3%	8.5%	8.2%	9.1%	13.6%		15.0%	6.3%	10.2%	9.6%	7.1%	11.2%	
94123	10	1	2	3	4	6	2	-	1	-	1	1	4	4	4	6	-
	2.4%	5.6%	2.4%	1.8%	2.8%	5.1%	1.3%		4.5%		2.5%	2.1%	6.8%	1.7%	2.2%	2.7%	
94124	16	3	7	5	1	3	2	10	1	4	2	2	3	5	5	11	-
	3.9%	16.7%	8.2%	3.0%	0.7%	2.5%	1.3%	11.4%	4.5%	14.8%	5.0%	4.2%	5.1%	2.1%	2.7%	4.9%	
94127	14	1	2	6	5	3	6	5		1	2	2	2	7	9	5	-
	3.4%	5.6%	2.4%	3.6%	3.5%	2.5%	3.8%	5.7%		3.7%	5.0%	4.2%	3.4%	2.9%	4.9%	2.2%	
94129	1	-	-	1	-	-	1	-			-	-	-	1	-	1	-
	0.2%			0.6%			0.6%							0.4%		0.4%	
94130	1	-	-	1	-	-	-	1		-	-	-	-	1	1	-	-
	0.2%			0.6%				1.1%						0.4%	0.5%		
94131	24	-	4	9	11	4	13	5	-	-	4	5	-	15	8	16	-
	5.8%		4.7%	5.4%	7.7%	3.4%	8.2%	5.7%			10.0%	10.4%		6.3%	4.4%	7.1%	
94132	18	1	2	9	6	3	7	4	1		-	5	2	11	7	10	1
	4.4%	5.6%	2.4%	5.4%	4.2%	2.5%	4.4%	4.5%	4.5%			10.4%	3.4%	4.6%	3.8%	4.5%	14.3%
94133	5	-	-	1	4	3	1	-		1		1	-	3	2	3	-
	1.2%			0.6%	2.8%	2.5%	0.6%			3.7%		2.1%		1.3%	1.1%	1.3%	
94134	6	1	1	3	1	2	2	1	1	1	-	2	1	2	5	1	-
	1.5%	5.6%	1.2%	1.8%	0.7%	1.7%	1.3%	1.1%	4.5%	3.7%		4.2%	1.7%	0.8%	2.7%	0.4%	
94158	2	-	1	-	1	1	1	-		-	-	-	-	2	1	1	-
	0.5%		1.2%		0.7%	0.8%	0.6%							0.8%	0.5%	0.4%	
Refuse	5	-	3	-	2	1	-	-	1	-	-	-	1	4	2	3	-
	1.2%		3.5%		1.4%	0.8%			4.5%				1.7%	1.7%	1.1%	1.3%	

Table 53

RIDERSHIP SURVEY 2021

ZONE

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
ZONE 1	91	24	34	6	16	8	16	10	26	11	34	28	9	85	4	2	23	13	24	91		-	-	-
	22.0%	15.0%	33.7%	15.4%	22.9%	20.5%	24.2%	24.4%	19.3%	27.5%	19.8%	23.7%	20.9%	21.6%	40.0%	20.0%	22.1%	18.1%	22.9%	100.0%				
ZONE 2	100	45	25	13	14	10	27	13	32	10	52	24	10	98	-	2	22	24	36		100	-	-	-
	24.2%	28.1%	24.8%	33.3%	20.0%	25.6%	40.9%	31.7%	23.7%	25.0%	30.2%	20.3%	23.3%	24.9%		20.0%	21.2%	33.3%	34.3%		100.0%			
ZONE 3	85	35	17	11	15	8	4	9	40	12	37	22	7	82	1	2	20	19	22	-	-	85	-	-
	20.6%	21.9%	16.8%	28.2%	21.4%	20.5%	6.1%	22.0%	29.6%	30.0%	21.5%	18.6%	16.3%	20.9%	10.0%	20.0%	19.2%	26.4%	21.0%			100.0%		
ZONE 4	83	34	18	6	14	4	15	6	22	2	30	26	15	83	-	-	22	12	13	-	-	-	83	-
	20.1%	21.3%	17.8%	15.4%	20.0%	10.3%	22.7%	14.6%	16.3%	5.0%	17.4%	22.0%	34.9%	21.1%			21.2%	16.7%	12.4%				100.0%	
ZONE 5	49	20	7	2	10	8	4	3	13	5	17	16	1	40	5	4	16	2	10	-	-	-	-	49
	11.9%	12.5%	6.9%	5.1%	14.3%	20.5%	6.1%	7.3%	9.6%	12.5%	9.9%	13.6%	2.3%	10.2%	50.0%	40.0%	15.4%	2.8%	9.5%					100.0%
REFUSED	5	2		1	1	1			2		2	2	1	5	-	-	1	2		-	-	-	-	-
	1.2%	1.3%		2.6%	1.4%	2.6%			1.5%		1.2%	1.7%	2.3%	1.3%			1.0%	2.8%						

COREY, CANAPARY & GALANIS RESEARCH

ZONE

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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	91	3	18	42	28	31	41	14	4	11	8	7	14	51	40	49	2
	22.0%	16.7%	21.2%	25.1%	19.6%	26.3%	25.9%	15.9%	18.2%	40.7%	20.0%	14.6%	23.7%	21.3%	22.0%	21.9%	28.6%
ZONE 2	100	2	20	35	43	45	31	11	5	6	11	10	13	60	46	51	3
	24.2%	11.1%	23.5%	21.0%	30.1%	38.1%	19.6%	12.5%	22.7%	22.2%	27.5%	20.8%	22.0%	25.1%	25.3%	22.8%	42.9%
ZONE 3	85	5	15	33	32	23	31	20	4	2	11	10	10	52	35	49	1
	20.6%	27.8%	17.6%	19.8%	22.4%	19.5%	19.6%	22.7%	18.2%	7.4%	27.5%	20.8%	16.9%	21.8%	19.2%	21.9%	14.3%
ZONE 4	83	3	12	38	30	12	38	24	2	1	6	15	13	48	38	44	1
	20.1%	16.7%	14.1%	22.8%	21.0%	10.2%	24.1%	27.3%	9.1%	3.7%	15.0%	31.3%	22.0%	20.1%	20.9%	19.6%	14.3%
ZONE 5	49	5	17	19	8	6	17	19	6	7	4	6	8	24	21	28	-
	11.9%	27.8%	20.0%	11.4%	5.6%	5.1%	10.8%	21.6%	27.3%	25.9%	10.0%	12.5%	13.6%	10.0%	11.5%	12.5%	
REFUSED	5	-	3	-	2	1	-	-	1	-	-	-	1	4	2	3	-
	1.2%		3.5%		1.4%	0.8%			4.5%				1.7%	1.7%	1.1%	1.3%	

Table 54

RIDERSHIP SURVEY 2021

LANGUAGE

| | TOTAL | HOW OFTEN RIDE MUNI PRE-PANDEMIC (Q1) | | | | HOW OFTEN RIDE MUNI CURRENTLY (Q2) | | | | RATING OF MUNI SVC. | | | | SURVEY LANGUAGE | | | TRIP PURPOSE | | | ZONE | | | | |
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5
BASE - ALL RESPONDENTS	413	160	101	39	70	39	66	41	135	40	172	118	43	393	10	10	104	72	105	91	100	85	83	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
English	393	152	95	39	67	36	61	41	131	37	166	111	42	393		-	97	70	102	85	98	82	83	40
	95.2%	95.0%	94.1%	100.0%	95.7%	92.3%	92.4%	100.0%	97.0%	92.5%	96.5%	94.1%	97.7%	100.0%			93.3%	97.2%	97.1%	93.4%	98.0%	96.5%	100.0%	81.6%
Spanish	10	7	1	-	1	1	4	-	1	3	2	4		-	10	-	5	1	-	4	-	1	-	5
	2.4%	4.4%	1.0%		1.4%	2.6%	6.1%		0.7%	7.5%	1.2%	3.4%			100.0%		4.8%	1.4%		4.4%		1.2%		10.2%
Cantonese	10	1	5	-	2	2	1	-	3	-	4	3	1	-	-	10	2	1	3	2	2	2	-	4
	2.4%	0.6%	5.0%		2.9%	5.1%	1.5%		2.2%		2.3%	2.5%	2.3%			100.0%	1.9%	1.4%	2.9%	2.2%	2.0%	2.4%		8.2%

COREY, CANAPARY & GALANIS RESEARCH

Table 54

RIDERSHIP SURVEY 2021

LANGUAGE

	TOTAL	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24	25-44	45-64	65+	1	2	3-4	5 OR MORE	<25k	25K-49.9K	50K-74.9K	75K-99.9K	100K+	MALE	FEMALE	OTHER/ BLNK
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	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	393	18	76	162	137	115	155	78	19	15	37	46	59	236	174	212	7
	95.2%	100.0%	89.4%	97.0%	95.8%	97.5%	98.1%	88.6%	86.4%	55.6%	92.5%	95.8%	100.0%	98.7%	95.6%	94.6%	100.0%
Spanish	10		4	4	2	1	3	5	1	10	-	-	-	-	3	7	-
	2.4%		4.7%	2.4%	1.4%	0.8%	1.9%	5.7%	4.5%	37.0%					1.6%	3.1%	
Cantonese	10	-	5	1	4	2	-	5	2	2	3	2	-	3	5	5	-
	2.4%		5.9%	0.6%	2.8%	1.7%		5.7%	9.1%	7.4%	7.5%	4.2%		1.3%	2.7%	2.2%	

Table 54

RIDERSHIP SURVEY 2021

SOURCE

	TOTAL ----------	Q24 AGE				HOUSEHOLD SIZE				INCOME (IN $1000)					GENDER		
		18-24 ----------	25-44 ----------	45-64 ----------	65+ ----------	1 ----------	2 ----------	3-4 ----------	5 OR MORE ----------	<25k ----------	25K-49.9K ----------	50K-74.9K ----------	75K-99.9K ----------	100K+ ----------	MALE -------	FEMALE -------	OTHER/ BLNK -------
BASE - ALL RESPONDENTS	413	18	85	167	143	118	158	88	22	27	40	48	59	239	182	224	7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Telephone Interview	189	13	65	75	36	37	61	62	19	19	12	15	28	115	93	92	4
	45.8%	72.2%	76.5%	44.9%	25.2%	31.4%	38.6%	70.5%	86.4%	70.4%	30.0%	31.3%	47.5%	48.1%	51.1%	41.1%	57.1%
Online interview	224	5	20	92	107	81	97	26	3	8	28	33	31	124	89	132	3
	54.2%	27.8%	23.5%	55.1%	74.8%	68.6%	61.4%	29.5%	13.6%	29.6%	70.0%	68.8%	52.5%	51.9%	48.9%	58.9%	42.9%

COREY, CANAPARY & GALANIS RESEARCH