

# **S.F. MUNICIPAL TRANSPORTATION AGENCY**

## **RIDERSHIP SURVEY 2025**

### **CROSSTABULATED TABLES**

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

TABLE OF CONTENTS

Table Q3	Page 1	When was the last time you used Muni?
Table Q3	Page 2	When was the last time you used Muni?
Table Q4	Page 3	About how often do you ride Muni?
Table Q4	Page 4	About how often do you ride Muni?
Table Q5	Page 5	Which line or route do you ride most often?
Table Q5	Page 8	Which line or route do you ride most often?
Table Q6	Page 11	When you use Muni, what is the main purpose of your trips?
Table Q6	Page 12	When you use Muni, what is the main purpose of your trips?
Table Q7	Page 13	Overall, how would you rate Muni's service?
Table Q7	Page 14	Overall, how would you rate Muni's service?
Table Q8	Page 15	Providing reliability (on-time performance)
Table Q8	Page 16	Providing reliability (on-time performance)
Table Q9	Page 17	Providing frequent service
Table Q9	Page 18	Providing frequent service
Table Q10	Page 19	Cleaning Muni vehicles
Table Q10	Page 20	Cleaning Muni vehicles
Table Q11	Page 21	Managing crowding
Table Q11	Page 22	Managing crowding
Table Q12	Page 23	Helpful drivers/operators
Table Q12	Page 24	Helpful drivers/operators
Table Q13	Page 25	Communicating with the public
Table Q13	Page 26	Communicating with the public
Table Q14	Page 27	Providing accurate arrival estimates
Table Q14	Page 28	Providing accurate arrival estimates
Table Q15	Page 29	Trips taking a reasonable amount of time
Table Q15	Page 30	Trips taking a reasonable amount of time
Table Q16	Page 31	Providing access for people with disabilities
Table Q16	Page 32	Providing access for people with disabilities
Table Q17	Page 33	Safety and security from crime while onboard or waiting for Muni
Table Q17	Page 34	Safety and security from crime while onboard or waiting for Muni
Table Q18	Page 35	Have you seen or experienced harassment while using Muni in the past year?
Table Q18	Page 36	Have you seen or experienced harassment while using Muni in the past year?
Table Q19	Page 37	What mode(s) of transportation are you using now instead of Muni? (Non-Riders)
Table Q19	Page 38	What mode(s) of transportation are you using now instead of Muni? (Non-Riders)
Table Q20a	Page 39	Think of a recent trip when you could have used Muni, but did not... What was the main purpose of your trips?
Table Q20a	Page 40	Think of a recent trip when you could have used Muni, but did not... What was the main purpose of your trips?
Table Q20b	Page 41	Think of a recent trip when you could have used Muni, but did not... What could Muni do to get you to try transit for this type of trip?
Table Q20b	Page 43	Think of a recent trip when you could have used Muni, but did not... What could Muni do to get you to try transit for this type of trip?
Table Q21	Page 45	If you needed information about Muni, how would you obtain this information?
Table Q21	Page 46	If you needed information about Muni, how would you obtain this information?
Table Q21-Online	Page 47	Online sources cited in Q21
Table Q21-Online	Page 48	Online sources cited in Q21
Table Q21-App	Page 49	Online sources cited in Q21
Table Q21-App	Page 50	Online sources cited in Q21
Table Q22	Page 51	How informed do you feel about Muni projects, enhancements, and service updates?
Table Q22	Page 52	How informed do you feel about Muni projects, enhancements, and service updates?
Table Q23	Page 53	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?
Table Q23	Page 54	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?
Table Q24	Page 55	How satisfied are you with the job the SFMTA does managing transportation in San Francisco
Table Q24	Page 56	How satisfied are you with the job the SFMTA does managing transportation in San Francisco
Table Q25	Page 57	What is your approximate age?
Table Q25	Page 58	What is your approximate age?
Table Q26	Page 59	What is your gender? Select one that best describes your current gender identity.
Table Q26	Page 60	What is your gender? Select one that best describes your current gender identity.
Table Q27	Page 61	What race and/or ethnicity do you identify with?
Table Q27	Page 62	What race and/or ethnicity do you identify with?
Table Q28	Page 63	What is the approximate annual income of everyone in your household?
Table Q28	Page 64	What is the approximate annual income of everyone in your household?
Table Q29	Page 65	How many people are in your household?
Table Q29	Page 66	How many people are in your household?
Table Q30	Page 67	For statistical purposes only, what is your home zip code?
Table Q30	Page 69	For statistical purposes only, what is your home zip code?
Table Zone	Page 71	ZONE
Table Zone	Page 72	ZONE
Table Language	Page 73	LANGUAGE
Table Language	Page 74	LANGUAGE
Table Source	Page 75	SOURCE
Table Source	Page 76	SOURCE

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When was the last time you used Muni?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	=====			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	=====			5	
							GOOD	FAIR	POOR	ENG	SP	CHN						3	4			
BASE - All Respondents	563	151	174	42	169	146	271	96	23	517	16	30	286	25	354	122	171	98	72	76	563	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Never	13	-	-	-	-	-	-	-	-	11	2	-	-	-	-	2	8	1	0	1	11	
	2.4	-	-	-	-	-	-	-	-	2.1	15.3	-	-	-	-	1.3	4.6	0.8	0.4	1.8	2.0	
More than 3 years ago	14	-	-	-	-	-	-	-	-	13	1	-	-	-	-	2	4	3	1	3	27	
	2.5	-	-	-	-	-	-	-	-	2.5	5.9	-	-	-	-	1.3	2.5	3.5	1.3	4.4	4.8	
About 1+ to 3 years ago	23	1	2	-	20	4	11	6	1	17	1	5	11	0	14	7	7	1	1	8	21	
	4.1	0.9	1.1	-	11.7	3.0	4.1	6.4	6.3	3.2	7.7	18.0	3.7	1.7	3.9	5.6	3.9	0.8	0.8	10.8	3.7	
With the past year	512	149	172	42	150	142	259	90	21	476	12	25	275	25	340	111	152	93	70	63	504	
	91.0	99.1	98.9	100.0	88.3	97.0	95.9	93.6	93.7	92.1	71.1	82.0	96.3	98.3	96.1	91.8	88.9	94.9	97.5	83.0	89.5	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

When was the last time you used Muni?

	TOTAL	Q25 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	563 100.0	41 100.0	245 100.0	165 100.0	112 100.0	178 100.0	183 100.0	137 100.0	33 100.0	41 100.0	57 100.0	52 100.0	56 100.0	357 100.0	303 100.0	236 100.0	23 100.0
Never	13 2.4	4 9.9	2 0.9	7 4.1	0 0.3	1 0.6	7 4.1	5 3.6	-	-	2 3.7	2 3.3	1 1.4	9 2.5	12 4.0	1 0.5	-
More than 3 years ago	14 2.5	-	1 0.6	7 4.1	6 5.3	4 2.3	6 3.2	3 2.2	1 2.6	2 4.4	3 5.2	1 1.6	1 0.9	8 2.2	11 3.5	2 1.0	1 3.7
About 1+ to 3 years ago	23 4.1	4 9.9	8 3.2	7 4.1	4 3.9	5 2.6	4 2.1	13 9.7	1 4.5	2 5.8	6 10.3	1 1.5	1 2.1	13 3.6	10 3.4	13 5.4	-
With the past year	512 91.0	33 80.1	234 95.2	145 87.7	101 90.5	168 94.6	166 90.6	116 84.6	31 92.9	37 89.7	46 80.7	48 93.5	54 95.6	327 91.7	270 89.0	220 93.0	22 96.3

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

About how often do you ride Muni?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL	
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.				LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE					
						EXC.	GOOD	FAIR	POOR	ENG	SP	CHN				1	2	3	4		5
BASE - Have ridden Muni in the last three years	535	151	174	42	169	146	271	96	23	493	13	30	286	25	354	118	159	94	70	71	525
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	151	151	-	-	-	46	61	33	11	141	4	5	110	11	83	30	42	24	16	29	129
	28.1	100.0				31.3	22.5	34.8	47.2	28.7	33.1	17.2	38.6	43.6	23.6	24.9	26.3	26.1	23.4	40.3	24.6
Several times a week (3 days a week)	174	-	174	-	-	40	101	32	2	157	4	13	101	5	121	40	62	27	20	17	191
	32.4		100.0			27.1	37.2	33.2	6.6	31.9	29.1	42.4	35.5	18.1	34.2	33.9	38.9	28.9	28.7	23.7	36.4
About once a week (1 day a week)	42	-	-	42	-	13	23	3	2	41	-	1	11	2	34	5	20	9	5	1	46
	7.8			100.0		9.1	8.6	3.4	8.5	8.3		2.8	3.8	8.6	9.6	4.6	12.6	9.6	7.0	1.9	8.8
2 to 3 times a month (0.6 days a week)	62	-	-	-	62	20	35	7	0	57	0	4	18	3	46	13	15	15	10	5	62
	11.5				36.5	13.4	12.8	7.6	1.2	11.6	3.7	13.9	6.2	11.3	13.0	11.2	9.2	16.0	14.3	7.1	11.8
About once a month(0.25 days aweek)	34	-	-	-	34	9	13	9	2	34	0	-	8	-	29	10	6	3	8	7	33
	6.4				20.2	6.5	4.9	9.7	9.7	6.9	2.7		2.7		8.1	8.7	4.0	3.2	10.7	9.9	6.3
Less than once a month (0.1 days a week)	74	-	-	-	74	19	38	11	6	62	4	7	38	5	41	20	14	15	11	12	64
	13.7				43.4	12.7	14.0	11.4	26.7	12.7	31.4	23.6	13.2	18.4	11.4	16.6	9.0	16.2	16.0	17.1	12.2
Average (Mean) Days per Week	2.84	6.00	3.00	1.00	0.31	2.89	2.66	3.20	3.17	2.86	2.92	2.44	3.48	3.33	2.65	2.67	2.94	2.65	2.46	3.23	2.75

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

About how often do you ride Muni?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	535 100.0	37 100.0	241 100.0	151 100.0	106 100.0	172 100.0	170 100.0	129 100.0	32 100.0	39 100.0	52 100.0	49 100.0	55 100.0	340 100.0	281 100.0	233 100.0	22 100.0
5 days a week or more (6 days a week)	151 28.1	15 40.9	75 31.3	32 21.1	28 26.6	42 24.4	31 18.3	52 40.0	8 25.2	9 22.6	15 28.1	23 46.1	22 40.6	82 24.2	85 30.2	56 24.0	10 46.1
Several times a week (3 days a week)	174 32.4	14 38.7	58 24.0	57 38.0	44 41.6	74 43.0	59 34.5	25 19.3	7 21.8	20 51.8	18 35.6	12 24.4	18 33.3	105 30.7	88 31.4	79 34.1	6 28.5
About once a week (1 day a week)	42 7.8	-	20 8.1	14 9.3	8 7.5	13 7.7	16 9.2	8 6.2	3 9.2	3 6.4	2 4.5	4 8.7	2 3.5	31 9.0	19 6.9	22 9.5	-
2 to 3 times a month (0.6 days a week)	62 11.5	-	33 13.6	17 11.1	12 11.4	23 13.4	22 12.8	9 6.8	7 20.8	3 7.2	6 12.4	4 9.1	6 10.9	42 12.4	33 11.7	26 11.0	3 15.0
About once a month(0.25 days aweek)	34 6.4	-	16 6.6	15 9.8	3 3.2	6 3.4	17 10.1	7 5.2	4 11.3	2 5.9	-	1 2.4	2 3.9	29 8.4	18 6.3	17 7.1	-
Less than once a month (0.1 days a week)	74 13.7	8 20.5	39 16.3	16 10.7	10 9.8	14 8.0	26 15.1	29 22.4	4 11.7	2 6.1	10 19.4	5 9.4	4 7.7	52 15.3	38 13.5	33 14.3	2 10.4
Average (Mean) Days per Week	2.84	3.63	2.79	2.60	3.00	2.93	2.34	3.12	2.42	3.04	2.89	3.65	3.55	2.57	2.92	2.65	3.72

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY											TRIP PURPOSE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE							
						EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4	5		
BASE - Have ridden Muni in the last three years	534 100.0	151 100.0	174 100.0	42 100.0	168 100.0	146 100.0	269 100.0	96 100.0	23 100.0	491 100.0	13 100.0	30 100.0	286 100.0	25 100.0	352 100.0	117 100.0	159 100.0	94 100.0	70 100.0	71 100.0	524 100.0	
N Judah	76 14.3	18 11.7	21 12.0	5 12.4	33 19.4	20 13.6	46 17.0	10 10.3	1 2.2	74 15.1	-	2 6.9	38 13.4	4 15.3	57 16.1	16 13.6	24 15.0	24 25.4	8 10.8	4 5.3	61 11.6	
L Taraval	39 7.4	12 8.1	12 7.0	4 8.8	11 6.7	6 3.9	21 8.0	11 11.7	1 4.7	37 7.6	-	2 7.3	23 8.0	-	26 7.3	10 8.4	7 4.6	3 2.7	19 27.6	0 0.4	47 9.0	
38 Geary	39 7.3	10 6.7	11 6.5	1 3.6	16 9.5	7 4.5	19 6.9	10 10.6	3 14.8	35 7.2	0 3.7	3 9.7	18 6.2	6 24.1	27 7.5	5 4.3	11 6.7	21 22.5	1 2.1	0 0.6	45 8.6	
M Ocean View	39 7.2	6 3.8	14 8.1	2 4.0	17 10.2	14 9.5	15 5.7	9 9.7	-	38 7.7	-	1 3.1	21 7.4	-	24 6.8	11 9.6	4 2.5	1 1.4	15 21.6	6 8.3	39 7.4	
K Ingleside	37 6.9	8 5.3	10 5.8	2 4.0	17 10.1	10 7.0	17 6.4	9 9.4	-	34 7.0	-	2 7.1	19 6.7	-	27 7.6	14 12.4	4 2.5	-	12 17.6	6 8.1	43 8.2	
49 Van Ness/Mission	35 6.5	11 7.1	18 10.4	2 5.4	4 2.2	5 3.4	26 9.6	4 3.9	-	34 6.8	-	1 3.5	22 7.8	3 11.5	24 6.8	10 8.6	13 8.3	1 1.2	-	6 8.8	29 5.5	
14 Mission	32 6.0	20 13.1	6 3.2	1 3.2	5 3.1	11 7.2	11 4.3	6 6.2	4 16.6	29 6.0	2 16.2	0 1.2	22 7.8	8 30.4	15 4.3	9 7.7	3 1.7	4 4.0	4 5.7	12 17.2	22 4.2	
1 California	31 5.8	7 4.4	15 8.6	2 4.5	8 4.5	8 5.7	16 6.0	6 6.5	0 1.6	28 5.8	-	3 9.0	12 4.2	2 9.3	24 6.9	2 1.9	15 9.3	11 11.8	-	-	39 7.4	
22 Fillmore	29 5.5	7 4.4	15 8.9	-	7 4.2	10 6.9	17 6.4	1 1.2	1 3.2	27 5.5	2 17.9	-	19 6.6	2 8.0	18 5.1	10 8.9	13 7.9	3 2.7	-	4 5.1	26 5.0	
T Third Street	26 4.8	7 4.5	5 3.1	2 5.5	11 6.7	10 7.0	13 5.0	2 1.7	0 2.1	23 4.6	2 17.9	1 2.8	13 4.5	-	19 5.4	7 6.0	4 2.3	2 2.6	0 0.7	10 13.5	20 3.8	
38R Geary Rapid	26 4.8	3 2.3	10 5.8	3 7.1	9 5.5	3 2.3	9 3.2	10 10.8	3 14.8	26 5.2	-	-	16 5.5	3 13.0	15 4.3	3 2.4	8 5.0	15 16.0	-	-	26 5.0	
8 Bayshore	26 4.8	8 5.0	9 4.9	1 2.9	8 4.9	2 1.4	16 6.0	7 7.7	-	16 3.3	-	10 31.8	16 5.5	1 5.4	15 4.1	2 1.5	3 1.9	-	-	13 18.2	21 4.0	
5 Fulton	22 4.1	8 5.5	8 4.4	2 4.7	4 2.2	5 3.1	9 3.2	5 4.8	4 16.6	21 4.3	0 3.7	-	11 3.8	4 14.5	14 4.0	-	14 9.0	7 7.8	-	-	18 3.4	
29 Sunset	21 4.0	7 4.8	5 2.7	-	9 5.5	7 5.1	8 2.9	6 6.1	0 1.2	20 4.1	-	1 3.5	20 6.9	4 14.0	12 3.3	-	-	3 3.1	7 10.4	11 15.4	13 2.5	
7 Haight/Noriega	20 3.7	7 4.3	6 3.5	2 4.8	5 3.2	3 2.0	12 4.4	5 5.0	0 1.6	19 3.8	0 2.7	1 2.8	9 3.2	-	16 4.4	-	12 7.6	6 5.9	1 1.9	-	18 3.4	
J Church	17 3.2	-	10 5.5	1 1.9	7 4.0	2 1.2	9 3.5	6 5.7	0 1.6	17 3.5	-	-	9 3.0	-	13 3.6	9 7.8	1 0.9	-	6 8.3	1 0.7	15 2.9	
43 Masonic	17 3.1	7 4.4	7 3.9	2 5.6	1 0.7	8 5.3	7 2.7	1 0.8	1 4.4	17 3.4	-	-	10 3.5	3 11.5	9 2.6	-	7 4.1	1 1.4	1 2.0	8 10.5	17 3.2	
19 Polk	17 3.1	5 3.1	1 0.5	4 9.0	7 4.4	-	15 5.7	1 0.8	1 2.2	17 3.4	-	-	14 5.0	-	6 1.6	3 2.6	4 2.4	3 3.1	0 0.5	5 6.3	14 2.7	
30 Stockton	17 3.1	6 3.9	8 4.7	-	3 1.5	2 1.6	7 2.7	7 7.2	-	17 3.4	-	-	12 4.2	1 5.4	10 2.9	3 2.4	11 6.8	-	3 4.1	-	16 3.1	
24 Divisadero	16 3.1	4 2.8	9 5.3	1 1.8	2 1.3	2 1.3	8 2.9	5 5.3	1 6.5	14 2.9	2 15.2	-	10 3.3	-	13 3.6	6 5.5	6 3.9	1 0.9	2 2.1	1 2.1	18 3.4	
5R Fulton Rapid	16 3.0	9 6.2	2 1.0	1 3.6	3 2.0	4 3.0	6 2.3	5 5.3	-	16 3.2	-	-	7 2.3	3 13.0	2 2.0	-	10 6.2	6 6.4	-	-	10 1.9	
48 Quintara/24th Street	16 2.9	6 3.9	6 3.7	0 0.7	3 1.8	6 4.0	5 1.7	4 3.9	1 6.5	14 2.9	1 11.5	-	12 4.0	1 3.2	11 3.1	10 8.8	0 0.2	-	2 3.2	3 4.0	14 2.7	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.							SURVEY			TRIP PURPOSE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE					
							GOOD	FAIR	POOR	ENG	SP	CHN				1	2	3	4	5	
Unspecified Metro Route	16 2.9	8 5.3	4 2.4	1 2.2	2 1.4	3 2.2	4 1.4	5 5.0	4 16.6	16 3.2	-	-	13 4.5	1 5.4	13 3.6	6 5.0	3 2.0	5 5.0	1 2.0	0 0.4	14 2.7
F Market & Wharves	15 2.7	0 0.2	9 5.0	2 4.6	4 2.1	1 0.7	11 4.1	2 2.5	-	15 3.0	-	-	10 3.6	0 1.7	7 1.9	3 2.7	10 6.0	1 1.4	-	0 0.6	12 2.3
12 Folsom/Pacific	14 2.7	6 3.9	6 3.3	0 0.7	2 1.4	2 1.3	12 4.4	1 0.7	-	11 2.3	-	3 10.0	7 2.6	-	10 2.8	3 2.2	7 4.1	-	-	-	11 2.1
44 O'Shaughnessy	12 2.3	4 2.5	4 2.1	1 3.2	3 1.9	3 2.3	7 2.5	1 0.5	1 6.5	11 2.2	1 11.5	-	6 2.1	2 6.6	10 2.9	4 3.3	-	1 1.2	2 2.9	5 7.0	11 2.1
28 19th Avenue	11 2.1	2 1.5	8 4.5	0 0.9	1 0.6	3 2.3	7 2.7	1 1.0	-	11 2.3	-	-	9 3.0	-	9 2.5	4 3.0	2 1.3	4 4.8	1 2.1	-	10 1.9
14R Mission Rapid	11 2.1	4 2.4	1 0.4	1 3.2	6 3.3	2 1.6	7 2.5	2 2.3	-	11 2.3	-	-	3 1.0	5 22.0	7 2.1	4 3.2	-	-	3 3.6	5 6.9	11 2.1
45 Union/Stockton	11 2.1	5 3.5	5 2.7	-	1 0.8	1 0.5	4 1.3	6 6.2	1 3.5	11 2.3	-	-	8 2.9	-	5 1.3	1 1.2	6 3.5	0 0.5	3 4.1	-	13 2.5
9 San Bruno	10 1.8	7 4.4	2 1.4	-	0 0.3	-	5 1.8	4 4.3	1 3.4	9 1.8	1 7.5	-	6 2.2	-	5 1.5	1 1.1	3 2.0	-	-	5 7.3	9 1.7
15 Bayview Hunters Point Express	9 1.8	7 4.8	1 0.8	1 1.8	-	7 4.7	1 0.4	1 1.4	-	9 1.9	-	-	8 2.9	1 5.4	6 1.8	5 4.7	-	-	-	1 1.9	6 1.1
27 Bryant	9 1.7	5 3.0	4 2.3	1 1.9	-	1 0.7	6 2.3	2 2.1	-	9 1.9	-	-	4 1.6	2 9.7	6 1.8	4 3.2	3 1.6	1 0.8	-	2 3.2	11 2.1
6 Hayes/Parnassus	9 1.7	2 1.1	4 2.3	-	3 2.1	3 1.7	5 1.7	1 1.1	1 4.1	9 1.9	-	-	5 1.8	-	7 1.9	3 2.7	4 2.7	1 1.1	1 0.9	-	9 1.7
37 Corbett	8 1.6	4 3.0	1 0.4	-	3 2.0	2 1.4	2 0.6	4 4.1	1 4.4	8 1.7	-	-	3 1.0	-	8 2.2	1 1.0	1 0.6	1 1.1	5 7.1	-	11 2.1
2 Sutter	8 1.5	5 3.5	1 0.4	1 2.5	1 0.6	0 0.3	6 2.2	2 1.9	-	8 1.6	-	-	5 1.8	-	4 1.0	1 0.5	7 4.1	-	-	-	8 1.5
33 Ashbury/18th Street	6 1.1	1 1.0	4 2.4	-	0 0.2	3 1.7	2 0.6	1 0.9	1 4.4	6 1.2	-	-	3 1.0	0 1.5	6 1.6	3 2.3	2 1.2	1 0.9	1 0.7	-	9 1.7
67 Bernal Heights	6 1.1	3 2.2	0 0.3	0 0.9	1 0.9	-	3 1.2	0 0.5	2 8.2	5 1.1	0 3.7	-	5 1.9	-	4 1.2	3 2.3	-	-	-	-	5 1.0
9R San Bruno Rapid	6 1.1	4 2.5	0 0.2	-	1 0.9	3 2.4	1 0.2	-	1 6.6	6 1.1	-	-	5 1.7	-	1 0.2	1 1.3	0 0.2	-	-	4 5.3	4 0.8
36 Teresita	6 1.0	2 1.6	0 0.2	1 3.6	1 0.7	1 0.8	1 0.2	2 2.5	1 5.9	6 1.1	-	-	4 1.5	-	2 0.5	-	-	-	5 7.4	0 0.5	8 1.5
54 Felton	5 1.0	2 1.3	3 2.0	-	-	-	4 1.5	1 1.6	-	5 1.1	-	-	3 1.2	-	2 0.6	-	-	-	-	5 7.6	3 0.6
31 Balboa	5 0.8	3 1.9	-	0 0.7	1 0.8	2 1.7	1 0.4	1 1.1	-	5 0.9	-	-	2 0.8	-	3 1.0	-	2 1.3	2 2.6	-	-	5 1.0
52 Excelsior	4 0.8	3 1.9	-	-	1 0.8	2 1.6	-	2 1.9	-	4 0.8	-	-	3 1.0	-	2 0.5	-	-	-	4 5.2	-	3 0.6
8AX Bayshore A Express	3 0.6	3 2.2	-	-	-	-	3 1.2	-	-	3 0.7	-	-	3 1.0	-	3 0.9	-	-	-	-	0 0.4	2 0.4
58 Lake Merced	3 0.6	1 0.6	2 1.3	-	-	2 1.5	1 0.3	-	-	3 0.6	-	-	-	-	3 0.9	-	-	-	-	3 4.5	2 0.4
1X California Express	3 0.6	-	1 0.5	-	2 1.4	-	1 0.3	2 2.4	-	3 0.6	-	-	1 0.3	2 9.3	-	-	-	3 3.3	-	-	2 0.4

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
							GOOD	FAIR	POOR	ENG	SP	CHN										
55 Dogpatch	3 0.6	-	-	1 1.8	2 1.4	2 1.6	1 0.3	-	-	3 0.6	-	-	2 0.8	-	3 0.9	3 2.6	-	-	-	-	2 0.4	
Powell / Hyde Cable Car	3 0.6	-	-	1 3.6	1 0.9	1 1.0	1 0.6	-	-	3 0.6	-	-	1 0.5	-	3 0.8	-	1 0.9	-	-	1 2.1	2 0.4	
California Cable Car	3 0.5	1 0.4	-	1 3.6	1 0.3	1 0.3	2 0.8	-	-	3 0.5	-	-	2 0.6	-	2 0.7	0 0.3	1 0.9	1 0.8	-	-	4 0.8	
23 Monterey	2 0.5	0 0.2	0 0.2	1 3.6	0 0.2	1 0.4	0 0.1	1 1.6	-	2 0.5	-	-	2 0.7	-	1 0.2	-	-	-	2 2.5	1 0.9	4 0.8	
88X Bayshore B Express	2 0.4	2 1.5	-	-	-	-	2 0.9	-	-	2 0.5	-	-	2 0.8	-	-	2 2.0	-	-	-	-	1 0.2	
18 46th Avenue	2 0.4	1 0.5	-	1 3.5	-	-	2 0.8	-	-	2 0.5	-	-	-	-	2 0.6	-	1 0.9	1 0.8	-	-	2 0.4	
Unspecified Cable Car	1 0.3	1 0.9	-	-	-	1 0.9	-	-	-	1 0.3	-	-	1 0.5	-	1 0.4	-	-	1 1.4	-	-	1 0.2	
S Shuttle	1 0.2	1 0.6	0 0.2	-	-	-	1 0.5	-	-	1 0.3	-	-	1 0.5	-	1 0.3	-	-	-	0 0.5	1 1.3	2 0.4	
K Ingleside Bus	1 0.2	-	-	1 3.1	-	-	-	-	1 5.7	1 0.3	-	-	-	-	1 0.4	-	1 0.8	-	-	-	1 0.2	
L Taraval Bus	1 0.2	-	-	1 3.1	-	-	-	-	1 5.7	1 0.3	-	-	-	-	1 0.4	-	1 0.8	-	-	-	1 0.2	
M Ocean View Bus	1 0.2	-	-	1 3.1	-	-	-	-	1 5.7	1 0.3	-	-	-	-	1 0.4	-	1 0.8	-	-	-	1 0.2	
35 Eureka	1 0.2	-	1 0.5	-	-	1 0.6	-	-	-	1 0.2	-	-	-	-	1 0.3	-	-	-	1 1.3	-	1 0.2	
57 Parkmerced	1 0.2	1 0.6	-	-	-	-	-	1 1.0	-	1 0.2	-	-	-	-	1 0.3	-	-	-	1 1.3	-	1 0.2	
28R 19th Avenue Rapid	1 0.1	-	0 0.2	-	0 0.2	0 0.2	0 0.1	-	-	0 0.1	-	0 1.2	0 0.1	-	1 0.2	-	0 0.2	-	0 0.4	-	2 0.4	
30X Marina Express	0 0.1	0 0.2	-	-	-	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 0.2	-	-	-	1 0.2	
90 San Bruno Owl	0 0.1	0 0.2	-	-	-	-	0 0.1	-	-	0 0.1	-	-	0 0.1	-	-	-	0 0.2	-	-	-	1 0.2	
39 Coit	0 0.1	-	-	-	0 0.2	0 0.2	-	-	-	0 0.1	-	-	-	-	0 0.1	0 0.2	-	-	-	-	1 0.2	
66 Quintara	0 0.1	-	-	-	0 0.2	-	0 0.1	-	-	0 0.1	-	-	-	-	0 0.1	-	-	-	0 0.4	-	1 0.2	
91 3rd Street/19th Avenue Owl	0 0.1	0 0.2	-	-	-	0 0.2	-	-	-	0 0.1	-	-	0 0.1	-	0 0.1	-	-	-	-	-	1 0.2	
Don't know/refused	2	-	-	-	2	-	2	-	-	2	-	-	-	-	2	2	-	-	-	-	1	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	534 100.0	37 100.0	240 100.0	151 100.0	106 100.0	171 100.0	170 100.0	129 100.0	32 100.0	39 100.0	52 100.0	47 100.0	55 100.0	340 100.0	279 100.0	233 100.0	22 100.0
N Judah	76 14.3	-	48 19.9	19 12.7	9 8.6	29 17.2	24 14.2	16 12.2	5 16.0	1 3.1	1 2.1	8 16.2	5 8.2	62 18.1	43 15.5	31 13.2	2 10.4
L Taraval	39 7.4	-	15 6.3	17 11.4	7 6.7	10 5.8	12 7.3	13 10.4	2 6.6	-	1 1.5	4 8.2	4 8.1	30 8.9	18 6.5	21 9.1	-
38 Geary	39 7.3	-	14 6.0	14 9.2	11 10.0	15 8.9	15 8.7	6 5.0	0 1.5	5 13.2	4 8.3	5 10.1	4 7.6	20 5.9	15 5.4	24 10.1	-
M Ocean View	39 7.2	7 18.9	15 6.3	11 7.5	5 4.8	11 6.5	12 7.1	13 10.2	1 4.2	1 3.8	7 13.6	1 1.1	4 7.3	25 7.5	26 9.4	12 5.2	-
K Ingleside	37 6.9	-	15 6.1	19 12.3	3 3.3	11 6.6	11 6.4	9 7.3	3 9.9	-	6 10.8	1 1.1	5 9.1	25 7.5	22 7.8	15 6.4	-
49 Van Ness/Mission	35 6.5	7 19.0	16 6.6	8 5.4	4 3.4	15 8.7	2 1.5	12 9.0	-	1 3.6	1 2.6	4 8.0	2 3.4	26 7.7	19 7.0	10 4.3	5 23.5
14 Mission	32 6.0	3 9.5	21 8.6	6 4.3	1 1.3	6 3.3	9 5.4	9 7.3	3 9.4	-	7 13.3	3 7.0	5 8.3	17 5.0	18 6.3	12 5.1	3 11.5
1 California	31 5.8	-	10 4.3	10 6.4	11 10.5	12 7.2	8 4.7	6 4.7	1 4.2	4 9.2	3 6.3	2 3.6	2 3.0	21 6.1	15 5.5	13 5.7	2 10.2
22 Fillmore	29 5.5	4 10.2	14 5.9	7 4.8	4 3.8	10 5.9	8 4.9	8 6.3	2 7.1	5 13.4	1 1.7	4 8.9	6 11.3	13 3.7	10 3.5	19 8.1	1 2.2
T Third Street	26 4.8	-	12 4.8	13 8.3	2 1.5	5 2.7	8 4.6	9 7.1	4 13.2	-	5 9.7	5 9.7	0 0.9	16 4.6	13 4.5	13 5.6	-
38R Geary Rapid	26 4.8	-	9 3.9	11 7.4	5 4.9	10 5.9	13 7.5	2 1.3	-	3 6.8	1 2.0	4 8.1	5 9.0	13 3.9	15 5.3	9 3.9	2 8.3
8 Bayshore	26 4.8	8 20.5	6 2.4	5 3.0	8 7.2	4 2.4	9 5.0	10 7.4	-	4 9.2	11 20.8	2 5.0	1 1.7	8 2.3	14 4.9	12 5.1	-
5 Fulton	22 4.1	-	14 5.8	2 1.3	6 5.4	7 4.2	8 5.0	2 1.4	-	1 3.8	2 4.5	1 2.4	2 4.2	14 4.2	14 5.1	7 3.1	-
29 Sunset	21 4.0	8 20.5	7 2.8	3 2.2	4 3.5	5 3.1	2 1.2	8 6.5	5 14.2	7 17.1	4 7.8	3 5.6	1 1.7	7 2.0	8 3.0	12 5.1	1 3.9
7 Haight/Noriega	20 3.7	-	12 5.2	4 2.8	3 3.1	9 5.5	4 2.3	6 4.4	-	1 3.8	1 1.5	1 3.0	7 13.5	9 2.6	10 3.6	8 3.3	2 10.3
J Church	17 3.2	4 9.5	7 2.9	4 2.5	3 2.5	6 3.3	3 1.7	6 4.5	3 8.0	-	1 2.5	1 1.3	1 1.9	14 4.1	10 3.7	3 1.4	3 15.4
43 Masonic	17 3.1	3 9.5	7 2.8	4 2.5	3 2.6	4 2.3	7 4.2	4 3.3	-	1 1.6	7 13.1	1 2.8	0 0.5	8 2.3	10 3.5	6 2.6	1 4.5
19 Polk	17 3.1	-	9 3.9	6 4.0	1 1.2	6 3.7	3 1.6	4 2.9	1 4.6	-	3 5.3	2 3.9	-	12 3.5	8 3.0	8 3.6	-
30 Stockton	17 3.1	-	9 3.8	6 3.7	2 1.8	5 2.8	8 4.5	4 3.3	-	-	2 3.3	2 3.6	4 7.7	9 2.6	13 4.5	4 1.7	-
24 Divisadero	16 3.1	-	6 2.5	6 3.8	4 4.2	5 2.9	6 3.4	5 3.6	-	1 3.8	1 1.0	3 6.9	4 6.8	7 2.2	10 3.6	5 2.0	2 7.7
5R Fulton Rapid	16 3.0	4 11.0	9 3.9	2 1.0	1 0.9	5 3.0	7 3.9	4 3.1	-	-	-	1 1.3	1 1.9	14 4.2	12 4.1	4 1.8	-
48 Quintara/24th Street	16 2.9	4 9.5	6 2.5	4 2.6	2 2.0	3 2.0	5 2.9	6 4.8	-	1 3.8	1 2.2	3 5.5	1 1.7	9 2.8	8 2.7	8 3.5	-
Unspecified Metro Route	16 2.9	-	8 3.4	4 2.8	3 2.9	5 2.8	3 1.6	3 2.6	-	0 0.9	2 3.2	1 2.9	2 4.4	10 2.9	11 4.0	4 1.9	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	TOTAL	Q25 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
F Market & Wharves	15 2.7	4 10.2	4 1.8	4 2.8	2 2.1	7 4.0	2 1.3	5 4.0	-	4 10.6	1 2.6	1 1.8	-	8 2.4	10 3.6	4 1.9	-
12 Folsom/Pacific	14 2.7	-	10 4.0	1 0.3	4 3.8	6 3.4	3 2.0	2 1.6	-	-	1 1.0	2 4.6	0 0.5	11 3.3	8 2.9	6 2.6	-
44 O'Shaughnessy	12 2.3	-	4 1.6	5 3.6	3 2.6	4 2.3	4 2.3	3 2.2	1 2.9	3 7.2	1 1.6	3 5.8	0 0.5	5 1.6	3 1.2	9 3.8	-
28 19th Avenue	11 2.1	4 9.5	2 1.0	3 2.3	2 2.0	4 2.5	1 0.3	6 4.4	-	-	1 1.1	-	1 1.7	10 2.9	7 2.6	4 1.9	-
14R Mission Rapid	11 2.1	-	5 2.0	4 3.0	2 1.8	0 0.2	4 2.6	4 3.1	3 8.0	1 2.4	-	2 4.7	1 1.2	7 2.2	3 0.9	6 2.6	3 11.5
45 Union/Stockton	11 2.1	-	4 1.8	4 2.7	3 2.5	3 2.0	3 1.9	4 2.8	-	-	2 3.0	1 1.8	4 6.6	5 1.5	5 1.8	5 2.3	1 3.5
9 San Bruno	10 1.8	-	2 1.0	7 4.4	1 0.6	1 0.7	4 2.6	4 3.2	-	1 3.4	3 6.2	3 5.5	2 4.5	-	4 1.5	6 2.4	-
15 Bayview Hunters Point Express	9 1.8	-	6 2.3	3 2.3	0 0.3	-	2 1.0	8 5.9	-	-	-	4 8.3	-	5 1.6	5 1.8	4 1.9	-
27 Bryant	9 1.7	-	2 0.9	5 3.2	2 2.2	3 1.9	1 0.7	4 3.2	-	-	3 5.6	1 2.9	0 0.5	5 1.4	4 1.5	5 2.2	-
6 Hayes/Parnassus	9 1.7	-	5 1.9	3 1.7	2 1.8	4 2.6	2 1.4	2 1.5	0 0.9	-	1 2.0	1 3.0	3 6.3	3 0.9	5 1.9	4 1.7	-
37 Corbett	8 1.6	-	3 1.1	3 2.2	3 2.4	2 1.1	4 2.4	0 0.3	-	-	0 0.7	2 3.9	1 2.3	5 1.5	3 1.3	4 1.7	1 4.5
2 Sutter	8 1.5	4 10.9	-	2 1.2	2 2.1	1 0.5	1 0.8	-	4 12.4	0 0.7	4 7.7	1 1.3	1 1.9	2 0.6	3 1.1	1 0.4	4 17.9
33 Ashbury/18th Street	6 1.1	-	-	2 1.6	4 3.3	2 1.3	1 0.3	0 0.4	-	2 4.5	0 0.7	-	0 0.5	4 1.1	2 0.8	1 0.6	2 10.5
67 Bernal Heights	6 1.1	-	4 1.9	0 0.3	1 0.7	-	1 0.4	1 1.2	0 1.5	-	0 0.9	-	0 0.7	5 1.4	3 1.2	2 1.0	-
9R San Bruno Rapid	6 1.1	3 9.5	1 0.6	-	1 0.6	1 0.4	-	5 3.8	-	-	-	0 0.6	0 0.7	5 1.5	3 1.2	2 0.9	-
36 Teresita	6 1.0	-	1 0.6	2 1.2	2 2.1	1 0.7	1 0.6	2 1.5	-	-	1 2.2	-	1 1.6	4 1.0	2 0.8	3 1.4	-
54 Felton	5 1.0	3 9.5	1 0.6	0 0.3	-	1 0.9	4 2.3	-	-	2 5.0	3 6.7	-	-	-	1 0.5	4 1.7	-
31 Balboa	5 0.8	-	-	4 2.8	0 0.3	0 0.2	2 1.1	2 1.9	-	-	1 2.6	2 3.9	-	1 0.4	-	5 1.9	-
52 Excelsior	4 0.8	-	2 1.0	2 1.2	-	-	2 1.4	-	1 4.2	-	-	-	3 5.1	1 0.4	1 0.5	3 1.2	-
8AX Bayshore A Express	3 0.6	-	3 1.2	-	0 0.3	0 0.2	-	-	-	-	-	0 0.6	-	3 0.9	3 1.1	0 0.1	-
58 Lake Merced	3 0.6	-	-	2 1.5	1 0.9	1 0.5	2 1.3	-	-	-	-	-	-	3 0.9	-	3 1.4	-
1X California Express	3 0.6	-	2 1.0	1 0.5	-	2 1.4	-	1 0.6	-	2 5.9	-	-	-	1 0.2	1 0.3	2 1.0	-
55 Dogpatch	3 0.6	-	2 1.0	1 0.5	-	-	2 1.4	1 0.6	-	-	-	-	-	3 0.9	3 1.1	-	-
Powell / Hyde Cable Car	3 0.6	-	3 1.2	-	-	-	-	1 1.2	1 4.6	-	-	-	-	3 0.9	1 0.5	1 0.6	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Which line or route do you ride most often?

	TOTAL	Q25 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
California Cable Car	3 0.5	-	1 0.6	1 0.3	1 0.6	1 0.4	1 0.3	1 1.2	-	-	1 1.0	-	0 0.7	2 0.5	1 0.5	1 0.5	-
23 Monterey	2 0.5	-	1 0.6	-	1 0.9	-	1 0.5	1 1.2	-	-	0 0.5	-	0 0.7	2 0.5	0 0.1	2 0.9	-
88X Bayshore B Express	2 0.4	-	2 1.0	-	-	2 1.3	-	-	-	2 5.9	-	-	-	-	2 0.8	-	-
18 46th Avenue	2 0.4	-	1 0.6	1 0.5	-	1 0.9	1 0.5	-	-	1 3.8	-	1 1.6	-	-	1 0.5	1 0.3	-
Unspecified Cable Car	1 0.3	-	-	1 0.9	-	-	1 0.8	-	-	-	-	-	-	1 0.4	1 0.5	-	-
S Shuttle	1 0.2	-	-	-	1 1.2	1 0.5	0 0.2	-	-	1 2.4	-	-	-	0 0.1	0 0.1	1 0.4	-
K Ingleside Bus	1 0.2	-	-	1 0.9	-	1 0.8	-	-	-	-	-	-	1 2.3	-	1 0.5	-	-
L Taraval Bus	1 0.2	-	-	1 0.9	-	1 0.8	-	-	-	-	-	-	1 2.3	-	1 0.5	-	-
M Ocean View Bus	1 0.2	-	-	1 0.9	-	1 0.8	-	-	-	-	-	-	1 2.3	-	1 0.5	-	-
35 Eureka	1 0.2	-	-	-	1 0.9	-	-	-	1 2.9	-	-	-	-	1 0.3	1 0.3	-	-
57 Parkmerced	1 0.2	-	-	-	1 0.9	-	-	-	-	-	-	-	1 1.7	-	1 0.3	-	-
28R 19th Avenue Rapid	1 0.1	-	-	-	1 0.6	-	1 0.4	-	-	-	0 0.5	-	-	0 0.1	0 0.1	0 0.1	-
30X Marina Express	0 0.1	-	-	-	0 0.3	0 0.2	-	-	-	-	0 0.7	-	-	-	0 0.1	-	-
90 San Bruno Owl	0 0.1	-	-	-	0 0.3	-	-	-	-	-	-	-	-	0 0.1	0 0.1	-	-
39 Coit	0 0.1	-	-	-	0 0.3	-	0 0.2	-	-	-	-	-	0 0.5	-	0 0.1	-	-
66 Quintara	0 0.1	-	-	-	0 0.3	-	0 0.2	-	-	-	-	-	-	0 0.1	0 0.1	-	-
91 3rd Street/19th Avenue Owl	0 0.1	-	-	-	0 0.3	-	0 0.2	-	-	-	-	-	-	0 0.1	-	0 0.1	-
Don't know/refused	2	-	2	-	-	2	-	-	-	-	-	2	-	-	2	-	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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 - Have ridden Muni in the last three years	534	150	174	41	169	145	269	96	23	491	13	30	286	25	352	118	159	93	70	71	521	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	258	99	94	9	56	62	121	57	18	241	5	12	258	5	107	55	69	52	38	33	206	
	48.3	66.0	53.9	22.6	33.1	42.5	44.9	58.8	80.8	49.0	40.6	39.2	90.2	20.1	30.4	46.8	43.3	56.3	53.7	45.8	39.5	
Eat out/Social/Recreation/Entertainment	256	66	80	26	84	79	132	38	6	251	3	2	87	6	256	69	65	62	32	20	282	
	48.0	44.2	46.2	63.3	49.5	54.5	49.1	39.8	28.4	51.2	19.9	7.6	30.5	22.5	72.8	58.7	40.9	66.5	45.0	27.8	54.1	
Shopping	159	58	63	12	25	42	83	26	8	140	4	15	76	7	159	41	41	28	16	15	185	
	29.7	38.5	36.5	30.1	14.9	28.7	30.7	27.3	34.4	28.4	28.7	51.4	26.7	27.5	45.0	34.5	26.0	29.7	22.3	21.7	35.5	
Medical	103	31	44	8	19	25	55	19	4	96	6	1	47	4	103	25	26	23	11	14	134	
	19.2	20.6	25.5	19.9	11.3	17.0	20.2	19.8	18.9	19.6	43.3	3.1	16.4	16.6	29.1	21.1	16.1	24.2	15.5	19.1	25.7	
School	49	23	17	1	8	7	30	10	1	49	-	-	49	5	23	11	10	2	6	18	27	
	9.1	15.2	9.7	3.6	4.6	5.0	11.2	10.7	4.4	9.9	-	-	17.1	19.5	6.6	9.1	6.5	2.4	8.1	25.0	5.2	
Personal Business/Errands	24	10	5	2	7	7	12	4	-	24	-	-	7	24	9	1	6	5	5	7	19	
	4.4	6.4	2.6	5.2	4.4	5.1	4.4	4.6	-	4.8	-	-	2.5	94.6	2.7	0.7	3.9	5.3	6.5	9.7	3.6	
Church/Volunteer	1	0	1	-	-	-	1	0	-	1	-	-	-	0	1	0	-	-	1	-	3	
	0.2	0.2	0.3	-	-	-	0.2	0.4	-	0.2	-	-	-	1.1	0.3	0.2	-	-	0.9	-	0.6	
Don't know/refused	2	1	-	0	1	1	1	-	-	2	-	-	-	-	2	1	1	1	-	-	4	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	534	37	241	150	105	172	168	129	32	39	51	49	55	340	279	232	22
	100.0	100.0	100.0	100.0	100.0	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	258	14	137	89	17	75	74	81	11	13	19	24	31	172	134	115	8
	48.3	38.6	56.7	59.4	16.5	43.8	44.0	62.4	32.6	32.3	36.4	48.3	57.0	50.5	48.1	49.7	35.7
Eat out/Social/Recreation/Entertainment	256	8	116	76	56	92	84	49	12	8	17	30	19	182	141	103	12
	48.0	20.5	48.2	50.8	53.2	53.4	50.3	37.9	36.2	20.6	33.1	62.2	34.5	53.6	50.5	44.4	54.0
Shopping	159	4	56	46	54	57	49	28	4	18	19	22	14	85	78	78	3
	29.7	9.5	23.2	30.4	50.9	33.0	29.0	21.8	11.5	45.7	38.3	44.9	25.2	25.1	27.8	33.5	14.4
Medical	103	-	30	36	36	44	29	15	7	7	10	16	14	55	50	49	4
	19.2	-	12.4	24.3	34.2	25.6	17.1	11.7	21.8	18.4	20.2	33.0	25.9	16.1	17.9	21.0	17.4
School	49	22	12	11	3	11	7	19	8	6	17	7	2	17	20	18	10
	9.1	59.8	5.1	7.5	3.1	6.6	4.1	14.9	24.1	14.8	33.7	14.4	4.1	4.9	7.3	7.9	45.8
Personal Business/Errands	24	4	12	3	4	9	9	5	-	6	1	1	2	13	11	12	-
	4.4	9.5	5.1	2.3	4.1	5.0	5.6	4.0	-	15.9	1.3	2.6	3.6	4.0	4.0	5.4	-
Church/Volunteer	1	-	-	-	1	-	1	-	-	-	0	-	-	1	0	1	-
	0.2	-	-	-	0.9	-	0.6	-	-	-	0.7	-	-	0.2	0.1	0.2	-
Don't know/refused	2	-	-	1	1	-	2	-	-	-	1	-	-	1	1	1	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Overall, how would you rate Muni's service?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
							GOOD	FAIR	POOR	ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	535	151	174	42	169	146	271	96	23	493	13	30	286	25	354	118	159	94	70	71	525	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	146	46	40	13	48	146	-	-	-	141	3	3	68	7	105	36	35	27	20	23	133	
	27.3	30.3	22.7	31.8	28.1	100.0	-	-	-	28.6	20.6	8.7	23.7	29.6	29.7	30.4	22.3	28.7	28.8	32.0	25.3	
Good (3)	271	61	101	23	86	-	271	-	-	240	5	26	138	12	181	53	92	45	29	35	279	
	50.5	40.4	58.0	55.7	50.6	-	100.0	-	-	48.6	41.5	85.6	48.4	47.4	51.2	44.6	58.1	47.7	41.8	48.9	53.1	
Fair (2)	96	33	32	3	28	-	-	96	-	93	2	2	62	6	56	24	26	15	18	12	89	
	18.0	22.2	18.4	7.9	16.3	-	-	100.0	-	18.8	14.9	5.6	21.5	23.0	15.8	20.2	16.5	15.9	25.4	16.4	17.0	
Poor (1)	23	11	2	2	9	-	-	-	23	20	3	-	18	-	12	6	5	7	3	2	24	
	4.2	7.1	0.9	4.7	5.0	-	-	-	100.0	4.0	23.0	-	6.4	-	3.3	4.9	3.2	7.7	4.0	2.7	4.6	
MEAN	3.01	2.94	3.03	3.15	3.02	4.00	3.00	2.00	1.00	3.02	2.60	3.03	2.89	3.07	3.07	3.00	2.99	2.97	2.96	3.10	2.99	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Overall, how would you rate Muni's service?

	Q25 AGE					HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER		
	TOTAL	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 - Have ridden Muni in the last three years	535	37	241	151	106	172	170	129	32	39	52	49	55	340	281	233	22
	100.0	100.0	100.0	100.0	100.0	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)	146	11	74	26	35	39	49	43	9	8	10	19	17	91	79	62	4
	27.3	29.9	30.5	17.5	32.9	22.7	29.1	33.4	28.9	20.2	20.1	39.4	31.2	26.8	28.2	26.8	20.0
Good (3)	271	22	111	81	56	96	79	59	21	21	33	20	17	180	129	128	13
	50.5	59.0	46.2	53.8	52.9	55.4	46.7	45.6	64.0	54.5	62.8	40.5	31.2	52.8	46.1	55.2	57.5
Fair (2)	96	4	46	35	11	35	35	21	2	7	8	9	17	54	60	32	4
	18.0	11.0	18.9	23.3	10.7	20.1	20.4	15.9	7.2	17.8	16.4	19.1	31.4	15.9	21.3	13.9	18.0
Poor (1)	23	-	11	8	4	3	7	7	-	3	0	0	3	16	12	10	1
	4.2		4.5	5.5	3.5	1.8	3.8	5.1		7.5	0.7	1.0	6.1	4.6	4.3	4.1	4.5
MEAN	3.01	3.19	3.03	2.83	3.15	2.99	3.01	3.07	3.22	2.87	3.02	3.18	2.88	3.02	2.98	3.05	2.93

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing reliability (on-time performance)

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE							
						EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4		5	
BASE - Have ridden Muni in the last three years	533	150	174	42	167	145	269	96	23	490	13	30	285	25	352	118	159	93	70	71	519	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	89	27	28	7	27	71	16	2	-	87	-	3	40	7	60	20	30	17	9	13	80	
	16.7	18.0	16.2	16.0	16.4	48.9	5.9	2.4	-	17.6	-	9.2	13.8	29.4	17.2	16.7	19.0	18.1	13.2	18.7	15.4	
Good (3)	247	60	79	24	84	60	164	23	-	219	6	23	129	9	156	42	77	45	29	40	248	
	46.4	40.0	45.5	57.4	50.2	41.4	60.8	24.4	-	44.6	46.0	75.4	45.3	36.5	44.2	35.9	48.6	49.0	41.0	57.1	47.8	
Fair (2)	146	32	57	9	47	11	82	45	7	137	5	5	80	8	102	43	41	25	21	12	143	
	27.3	21.2	32.8	22.8	28.2	7.9	30.4	47.1	31.0	27.8	35.1	15.5	28.1	32.4	28.9	36.9	25.7	26.8	29.3	16.8	27.6	
Poor (1)	51	31	10	2	9	3	8	25	16	49	2	-	36	0	34	12	11	6	12	5	48	
	9.6	20.7	5.5	3.8	5.2	1.8	2.9	26.0	69.0	9.9	18.9	-	12.7	1.7	9.7	10.4	6.7	6.1	16.5	7.4	9.2	
Don't know/refused	2	0	-	-	2	1	1	0	-	2	-	-	0	-	2	1	-	1	-	1	6	
MEAN	2.70	2.55	2.72	2.86	2.78	3.37	2.70	2.03	1.31	2.70	2.27	2.94	2.60	2.94	2.69	2.59	2.80	2.79	2.51	2.87	2.69	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing reliability (on-time performance)

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	533	37	241	150	104	171	169	129	32	39	52	49	55	339	279	232	22
	100.0	100.0	100.0	100.0	100.0	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)	89	8	38	23	21	29	26	27	3	5	6	11	8	59	51	37	1
	16.7	20.5	15.5	15.6	19.9	17.1	15.5	20.6	10.7	12.6	12.6	23.3	14.3	17.3	18.3	15.8	6.1
Good (3)	247	15	114	67	52	69	95	56	18	13	28	21	27	159	121	118	8
	46.4	39.4	47.2	44.4	49.6	40.4	56.0	43.1	54.7	32.7	54.5	42.3	49.1	46.8	43.2	51.1	36.2
Fair (2)	146	11	68	41	26	62	36	33	6	18	12	12	12	91	77	62	7
	27.3	29.2	28.0	27.4	24.9	36.1	21.5	25.3	19.2	46.0	22.9	25.1	22.5	26.9	27.6	26.6	31.4
Poor (1)	51	4	22	19	6	11	12	14	5	3	5	5	8	30	30	15	6
	9.6	10.9	9.3	12.6	5.6	6.4	7.0	11.0	15.4	8.7	9.9	9.3	14.1	8.9	10.9	6.4	26.3
Don't know/refused	2	-	-	1	1	2	1	-	-	0	0	-	0	1	1	1	-
MEAN	2.70	2.70	2.69	2.63	2.84	2.68	2.80	2.73	2.61	2.49	2.70	2.80	2.64	2.72	2.69	2.76	2.22

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing frequent service

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL	
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE						
						EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4		5
BASE - Have ridden Muni in the last three years	531	151	174	42	165	144	268	96	23	488	13	30	283	25	352	118	158	94	70	69	521
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	92	26	33	6	27	64	23	5	-	87	-	5	42	4	65	23	32	15	13	9	83
	17.3	17.4	18.9	15.0	16.2	44.3	8.7	4.8	-	17.8	-	17.6	14.8	16.2	18.5	19.4	20.4	15.7	18.7	12.9	15.9
Good (3)	248	65	76	22	86	62	152	29	5	224	2	23	135	11	156	42	81	48	23	40	248
	46.8	42.8	43.7	52.4	52.2	43.2	56.7	30.0	22.8	45.8	17.9	75.3	47.7	42.8	44.2	35.4	51.6	51.4	33.1	58.1	47.6
Fair (2)	139	34	53	12	40	18	84	36	1	129	8	2	72	10	95	41	34	21	24	13	138
	26.2	22.7	30.4	29.5	24.1	12.4	31.3	37.6	5.0	26.5	59.4	7.1	25.6	38.2	26.9	34.7	21.6	22.9	34.3	18.9	26.5
Poor (1)	51	26	12	1	12	-	9	26	16	49	3	-	34	1	36	12	10	9	10	7	52
	9.7	17.1	6.9	3.1	7.5	-	3.2	27.5	72.2	9.9	22.7	-	11.8	2.8	10.3	10.5	6.3	9.9	13.9	10.2	10.0
Don't know/refused	4	-	-	-	4	1	2	1	-	4	-	-	2	-	2	1	1	-	-	2	4
MEAN	2.72	2.61	2.75	2.79	2.77	3.32	2.71	2.12	1.51	2.71	1.95	3.11	2.66	2.72	2.71	2.64	2.86	2.73	2.57	2.74	2.69

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing frequent service

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	531	37	239	151	105	170	169	129	31	39	52	49	54	337	280	229	22
	100.0	100.0	100.0	100.0	100.0	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)	92	8	38	23	24	31	30	26	2	5	10	13	6	57	57	34	1
	17.3	20.5	15.9	15.2	22.6	18.2	17.6	20.0	6.4	13.5	20.1	27.3	11.0	16.9	20.4	14.7	6.1
Good (3)	248	19	108	72	50	75	82	67	14	18	27	22	27	154	127	108	14
	46.8	51.0	45.3	47.7	47.2	43.8	48.8	52.0	45.2	46.8	51.4	44.5	50.8	45.8	45.3	47.1	62.3
Fair (2)	139	10	70	35	24	50	42	25	13	10	13	13	16	86	68	67	4
	26.2	28.5	29.3	23.3	22.5	29.6	25.0	19.2	40.9	26.7	25.4	27.2	29.3	25.6	24.2	29.3	19.4
Poor (1)	51	-	23	21	8	14	14	11	2	5	2	0	5	39	28	20	3
	9.7	-	9.5	13.7	7.7	8.5	8.6	8.8	7.5	13.0	3.1	1.0	8.9	11.7	10.1	8.9	12.2
Don't know/refused	4	-	3	1	1	2	1	-	1	-	-	-	1	3	1	3	-
MEAN	2.72	2.92	2.68	2.65	2.85	2.72	2.75	2.83	2.50	2.61	2.88	2.98	2.64	2.68	2.76	2.68	2.62

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Cleaning Muni vehicles

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	533	151	172	41	169	146	268	96	23	490	13	30	286	25	351	118	157	93	70	71	519	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	92	27	34	3	27	59	27	5	-	82	-	10	40	4	66	18	22	22	12	10	84	
	17.2	17.7	20.0	8.1	16.1	40.6	10.2	5.4	-	16.7	-	32.5	14.1	17.9	18.8	15.6	14.2	23.8	16.8	13.7	16.2	
Good (3)	233	55	72	23	83	65	129	34	5	212	5	16	120	15	160	44	77	44	32	25	238	
	43.7	36.6	41.8	55.9	49.1	44.5	47.9	35.8	22.8	43.3	38.1	53.7	42.0	60.3	45.6	37.5	49.1	46.7	44.9	34.9	45.9	
Fair (2)	158	44	50	14	50	18	92	39	9	148	7	3	90	5	92	50	41	18	20	30	150	
	29.7	29.4	29.0	32.9	29.7	12.1	34.2	40.8	41.4	30.2	58.2	9.3	31.6	20.7	26.3	42.6	26.0	18.9	27.9	41.7	28.9	
Poor (1)	50	25	16	1	9	4	21	17	8	48	0	1	35	0	33	5	17	10	7	7	47	
	9.4	16.3	9.1	3.1	5.1	2.8	7.7	18.1	35.8	9.9	3.7	4.5	12.3	1.1	9.3	4.4	10.7	10.5	10.4	9.7	9.1	
Don't know/refused	3	-	1	0	1	0	2	-	-	3	-	-	-	-	3	0	2	1	-	-	6	
MEAN	2.69	2.56	2.73	2.69	2.76	3.23	2.61	2.28	1.87	2.67	2.34	3.14	2.58	2.95	2.74	2.64	2.67	2.84	2.68	2.53	2.69	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Cleaning Muni vehicles

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	533	37	241	151	104	171	169	129	32	39	52	49	54	339	279	231	22
	100.0	100.0	100.0	100.0	100.0	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)	92	4	45	19	23	28	26	28	3	4	7	8	9	63	44	47	-
	17.2	11.0	18.8	12.4	22.6	16.6	15.4	22.0	8.4	11.3	14.3	16.3	16.9	18.5	15.9	20.3	
Good (3)	233	7	116	62	48	73	84	49	16	23	17	18	20	154	129	95	9
	43.7	19.0	48.2	40.8	46.4	42.7	49.9	37.7	48.4	59.8	32.6	37.1	37.5	45.5	46.2	41.3	38.1
Fair (2)	158	18	66	50	25	59	45	38	10	7	21	15	16	99	76	75	7
	29.7	49.0	27.2	32.9	23.8	34.6	26.5	29.1	30.8	16.9	40.7	30.8	29.9	29.2	27.3	32.3	31.7
Poor (1)	50	8	14	21	8	10	14	15	4	5	6	8	8	23	29	14	7
	9.4	21.0	5.8	13.9	7.3	6.1	8.1	11.2	12.4	12.1	12.4	15.8	15.7	6.7	10.5	6.1	30.1
Don't know/refused	3	-	-	1	2	2	1	-	-	-	-	0	1	2	1	2	-
MEAN	2.69	2.20	2.80	2.52	2.84	2.70	2.73	2.70	2.53	2.70	2.49	2.54	2.56	2.76	2.68	2.76	2.08

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Managing crowding

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	512	148	171	40	153	141	253	95	23	469	13	30	276	22	339	116	149	90	67	70	492	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	63	20	12	6	24	45	12	1	4	60	-	3	33	3	46	21	12	11	11	8	42	
	12.3	13.7	7.2	15.2	15.7	32.3	4.8	1.6	16.6	12.7	-	9.9	11.8	13.3	13.5	17.9	7.9	12.6	15.9	11.8	8.5	
Good (3)	176	46	58	19	53	58	102	14	2	152	3	21	85	3	115	33	66	31	23	16	178	
	34.4	31.1	33.8	48.4	34.6	41.5	40.1	14.9	8.1	32.5	23.9	68.8	30.8	15.4	34.0	28.4	44.1	34.8	33.9	23.2	36.2	
Fair (2)	161	46	56	12	47	29	92	33	7	149	6	6	79	10	111	41	34	30	22	30	172	
	31.5	31.5	32.6	29.5	30.8	20.6	36.5	34.3	31.2	31.8	43.3	21.3	28.4	45.2	32.8	35.0	22.9	33.4	32.5	43.1	35.0	
Poor (1)	112	35	45	3	29	8	47	47	10	108	4	-	80	6	67	22	37	17	12	15	100	
	21.9	23.7	26.4	6.9	18.9	5.7	18.6	49.2	44.1	23.0	32.8	-	29.0	26.2	19.7	18.7	25.0	19.2	17.7	21.9	20.3	
Don't know/refused	24	3	3	2	16	5	18	1	-	24	-	-	9	3	14	2	10	3	4	2	33	
MEAN	2.37	2.35	2.22	2.72	2.47	3.00	2.31	1.69	1.97	2.35	1.91	2.89	2.25	2.16	2.41	2.46	2.35	2.41	2.48	2.25	2.33	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Managing crowding

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	512	37	232	144	98	163	159	128	32	39	51	47	53	321	270	220	22
	100.0	100.0	100.0	100.0	100.0	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)	63	4	39	10	9	18	16	19	3	2	8	7	5	40	44	16	3
	12.3	11.0	16.9	7.0	9.5	10.8	10.0	15.1	8.0	6.0	16.4	15.3	8.7	12.5	16.2	7.5	11.5
Good (3)	176	14	78	42	42	47	73	39	13	13	15	13	17	117	83	82	12
	34.4	39.3	33.4	28.9	42.9	28.8	45.6	30.2	39.5	34.4	30.5	28.4	31.5	36.4	30.8	37.1	51.7
Fair (2)	161	11	63	55	32	56	48	39	11	17	16	14	8	107	79	78	4
	31.5	29.1	27.2	38.3	32.6	34.3	30.0	30.8	35.0	42.6	31.4	28.8	14.8	33.3	29.4	35.4	18.2
Poor (1)	112	8	52	37	15	42	23	30	6	7	11	13	24	57	64	44	4
	21.9	20.5	22.5	25.9	15.0	26.1	14.4	23.8	17.5	16.9	21.8	27.5	45.1	17.8	23.6	20.1	18.6
Don't know/refused	24	-	9	7	7	10	10	2	-	-	1	2	2	19	11	13	-
MEAN	2.37	2.41	2.45	2.17	2.47	2.24	2.51	2.37	2.38	2.30	2.41	2.31	2.04	2.44	2.40	2.32	2.56

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Helpful drivers/operators

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	515	150	164	40	161	141	260	92	22	472	13	30	273	25	341	115	152	89	69	69	498	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	145	44	44	14	43	84	49	12	-	141	1	3	68	5	105	30	43	29	23	17	147	
	28.2	29.2	26.9	34.7	26.8	59.8	18.9	12.5		29.9	5.4	10.4	24.9	20.7	30.8	26.3	28.5	32.0	33.7	24.8	29.5	
Good (3)	248	67	85	19	76	45	159	38	6	218	5	25	129	11	170	64	71	41	24	32	244	
	48.2	44.8	51.8	48.6	47.5	31.6	61.3	41.6	26.7	46.1	40.6	83.4	47.2	42.3	49.9	56.0	46.6	45.8	34.5	47.3	49.0	
Fair (2)	93	26	29	5	33	9	40	34	11	85	6	2	55	8	55	14	29	17	19	12	83	
	18.2	17.4	17.9	12.7	20.5	6.1	15.4	37.3	48.4	18.0	50.3	6.2	20.1	34.0	16.1	12.6	18.9	19.0	27.4	16.8	16.7	
Poor (1)	28	13	6	2	8	3	12	8	5	28	0	-	21	1	11	6	9	3	3	8	24	
	5.5	8.7	3.4	3.9	5.2	2.5	4.5	8.7	24.9	5.9	3.7		7.9	2.9	3.2	5.2	5.9	3.2	4.4	11.1	4.8	
Don't know/refused	21	1	10	2	9	5	11	4	1	21	-	-	13	-	13	4	7	4	2	3	27	
MEAN	2.99	2.95	3.02	3.14	2.96	3.49	2.95	2.58	2.02	3.00	2.48	3.04	2.89	2.81	3.08	3.03	2.98	3.07	2.98	2.86	3.03	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Helpful drivers/operators

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	515	37	235	142	101	166	161	126	30	39	50	49	54	323	273	219	22
	100.0	100.0	100.0	100.0	100.0	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)	145	11	72	27	35	44	50	39	8	5	12	20	14	94	79	55	11
	28.2	30.0	30.7	19.0	34.5	26.7	30.9	30.9	25.0	11.8	23.7	40.4	26.9	29.2	29.0	24.9	49.5
Good (3)	248	15	112	70	51	85	76	60	13	22	27	20	22	157	132	111	5
	48.2	39.5	47.7	49.5	50.4	51.1	47.2	47.4	41.6	55.8	54.6	40.0	40.9	48.7	48.2	50.5	24.2
Fair (2)	93	4	46	31	13	29	32	16	6	13	5	7	12	56	49	44	1
	18.2	10.2	19.7	21.7	12.5	17.2	19.9	12.7	18.7	32.4	9.5	15.0	23.0	17.4	17.8	20.1	3.9
Poor (1)	28	7	4	14	3	8	3	11	4	-	6	2	5	15	14	10	5
	5.5	20.3	1.9	9.8	2.6	5.0	2.0	8.9	14.8	-	12.2	4.6	9.2	4.7	5.0	4.5	22.4
Don't know/refused	21	-	7	9	4	7	9	3	2	-	2	-	1	18	7	14	-
MEAN	2.99	2.79	3.07	2.78	3.17	3.00	3.07	3.00	2.77	2.79	2.90	3.16	2.86	3.02	3.01	2.96	3.01

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Communicating with the public

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	511	148	167	39	157	141	259	88	23	468	13	30	277	24	332	114	152	91	63	69	500	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	67	24	17	5	21	48	19	-	0	63	-	4	29	1	46	15	21	13	10	8	66	
	13.1	15.9	10.1	13.4	13.5	34.0	7.2	-	1.6	13.4	-	13.5	10.5	3.3	13.8	12.8	13.9	14.4	15.7	11.7	13.2	
Good (3)	221	51	77	23	70	59	131	29	1	196	2	24	110	4	147	38	84	39	21	30	220	
	43.3	34.6	45.8	59.9	44.9	42.0	50.8	33.5	5.1	41.9	12.4	78.6	39.8	18.1	44.2	33.1	55.5	43.0	32.5	43.8	44.0	
Fair (2)	158	53	50	9	47	28	88	36	6	147	9	2	88	14	104	47	36	23	22	23	157	
	31.0	35.8	29.7	22.5	29.8	20.0	33.9	41.4	24.7	31.4	68.6	7.9	31.8	58.8	31.4	41.0	23.4	25.7	34.3	33.2	31.4	
Poor (1)	64	20	24	2	18	6	21	22	16	62	2	-	50	5	35	15	11	16	11	8	57	
	12.6	13.7	14.4	4.2	11.7	4.0	8.2	25.1	68.6	13.2	18.9	-	17.9	19.8	10.7	13.1	7.3	17.0	17.5	11.3	11.4	
Don't know/refused	25	3	6	2	13	5	12	8	-	25	-	-	8	1	22	4	7	2	7	2	25	
MEAN	2.57	2.53	2.52	2.82	2.60	3.06	2.57	2.08	1.40	2.56	1.93	3.06	2.43	2.05	2.61	2.46	2.76	2.55	2.46	2.56	2.59	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Communicating with the public

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	511 100.0	37 100.0	230 100.0	143 100.0	100 100.0	165 100.0	162 100.0	123 100.0	32 100.0	38 100.0	51 100.0	46 100.0	53 100.0	323 100.0	270 100.0	218 100.0	22 100.0
Excellent (4)	67 13.1	8 20.5	23 10.1	16 10.8	20 20.4	26 15.7	18 11.0	16 13.2	2 7.1	6 16.3	4 7.2	10 20.9	3 6.4	44 13.6	35 13.1	31 14.0	1 4.5
Good (3)	221 43.3	11 29.8	103 44.5	61 42.7	47 46.6	65 39.2	87 53.8	52 42.5	12 37.1	12 31.6	22 43.8	18 39.4	22 42.3	146 45.4	108 40.1	99 45.3	14 62.8
Fair (2)	158 31.0	15 40.2	73 31.6	45 31.6	25 25.2	57 34.4	40 24.7	39 32.0	13 39.3	18 48.2	24 46.4	17 36.9	16 30.7	83 25.7	78 29.0	77 35.4	2 10.6
Poor (1)	64 12.6	4 9.5	32 13.8	21 14.9	8 7.8	18 10.7	17 10.6	15 12.3	5 16.5	1 3.8	1 2.6	1 2.8	11 20.6	50 15.3	48 17.8	11 5.2	5 22.1
Don't know/refused	25	-	11	8	6	8	7	6	-	1	1	3	2	18	10	14	-
MEAN	2.57	2.61	2.51	2.49	2.80	2.60	2.65	2.57	2.35	2.60	2.56	2.78	2.35	2.57	2.48	2.68	2.50

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing accurate arrival estimates

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL	
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE						
						EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4		5
BASE - Have ridden Muni in the last three years	527	150	171	41	164	142	267	95	23	484	13	30	282	25	347	117	157	90	69	71	511
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	111	27	42	8	33	58	36	13	4	108	0	2	56	4	77	28	38	23	11	11	110
	21.0	18.2	24.7	20.5	20.0	40.7	13.7	13.4	16.6	22.4	2.7	6.4	19.8	17.4	22.1	23.8	24.5	25.1	16.3	14.9	21.5
Good (3)	256	67	77	23	88	65	159	28	3	229	5	22	131	11	165	49	78	52	29	41	252
	48.5	44.7	45.0	57.0	53.6	45.9	59.5	29.7	15.0	47.3	37.8	73.4	46.3	44.2	47.7	42.0	49.8	57.0	42.8	58.4	49.3
Fair (2)	116	33	39	9	34	14	60	31	9	107	5	4	64	9	74	27	35	12	21	9	105
	22.0	22.1	22.7	22.4	21.0	10.1	22.6	33.1	41.5	22.1	36.8	13.3	22.6	36.4	21.4	23.2	22.5	13.7	30.7	12.6	20.5
Poor (1)	45	23	13	-	9	5	11	23	6	40	3	2	32	1	31	13	5	4	7	10	44
	8.5	15.0	7.6	-	5.5	3.3	4.2	23.7	26.9	8.2	22.7	6.9	11.4	2.0	8.8	11.1	3.1	4.2	10.2	14.1	8.6
Don't know/refused	9	0	2	1	5	4	4	1	-	9	-	-	3	0	7	1	2	3	2	1	14
MEAN	2.82	2.66	2.87	2.98	2.88	3.24	2.83	2.33	2.21	2.84	2.20	2.79	2.74	2.77	2.83	2.78	2.96	3.03	2.65	2.74	2.84

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing accurate arrival estimates

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	527	37	239	148	103	170	164	128	32	38	52	49	54	334	277	228	21
	100.0	100.0	100.0	100.0	100.0	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)	111	3	51	29	27	45	36	18	3	9	7	16	16	63	60	45	6
	21.0	9.5	21.5	19.8	25.8	26.4	22.0	14.2	9.8	22.9	13.2	32.7	29.0	19.0	21.7	19.5	28.0
Good (3)	256	15	119	74	47	69	85	80	17	14	24	18	24	176	132	117	7
	48.5	41.1	49.9	50.0	46.0	40.7	51.8	62.2	52.7	35.7	47.0	36.7	44.3	52.7	47.7	51.3	30.7
Fair (2)	116	15	52	27	22	46	32	15	11	12	20	11	8	65	64	47	5
	22.0	40.0	21.8	18.1	21.6	26.9	19.5	12.0	33.0	32.4	38.0	21.7	15.2	19.4	23.0	20.4	24.8
Poor (1)	45	3	16	18	7	10	11	15	1	3	1	4	6	30	21	20	4
	8.5	9.5	6.9	12.1	6.7	6.0	6.7	11.6	4.5	9.0	1.9	9.0	11.5	8.9	7.6	8.8	16.5
Don't know/refused	9	-	3	3	3	2	6	1	-	1	0	-	1	7	4	4	1
MEAN	2.82	2.51	2.86	2.78	2.91	2.87	2.89	2.79	2.68	2.73	2.72	2.93	2.91	2.82	2.83	2.82	2.70

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Trips taking a reasonable amount of time

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	532	151	173	42	166	144	269	95	23	489	13	30	284	25	352	118	159	94	70	69	520	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	127	48	33	8	38	79	40	5	4	124	-	3	70	6	83	26	39	25	19	18	115	
	23.9	31.7	19.2	18.9	23.1	54.3	14.8	4.8	18.2	25.4	-	10.4	24.7	23.0	23.6	22.3	24.5	26.2	27.7	25.9	22.1	
Good (3)	249	55	87	24	83	53	160	30	6	226	1	22	117	15	168	56	84	48	25	24	257	
	46.8	36.5	50.0	57.7	50.0	36.5	59.5	31.3	27.3	46.2	6.4	73.7	41.2	60.7	47.7	47.2	53.1	51.4	36.1	34.6	49.4	
Fair (2)	129	39	48	8	34	13	65	45	6	115	10	5	79	4	87	29	27	20	21	22	118	
	24.3	26.1	27.9	18.9	20.4	9.2	24.3	46.9	26.8	23.5	74.6	15.9	27.8	16.3	24.6	24.7	17.0	21.6	29.7	32.7	22.7	
Poor (1)	26	8	5	2	11	-	4	16	6	24	2	-	18	-	14	7	8	1	5	5	30	
	4.9	5.6	2.9	4.5	6.5	-	1.4	17.0	27.7	4.9	18.9	-	6.4	-	4.1	5.7	5.3	0.8	6.5	6.8	5.8	
Don't know/refused	4	-	1	-	3	1	1	1	-	4	-	-	2	0	1	-	0	-	1	3	5	
MEAN	2.90	2.94	2.85	2.91	2.90	3.45	2.88	2.24	2.36	2.92	1.87	2.95	2.84	3.07	2.91	2.86	2.97	3.03	2.85	2.80	2.88	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Trips taking a reasonable amount of time

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	532	37	240	151	104	171	168	129	31	39	52	49	54	338	278	231	22
	100.0	100.0	100.0	100.0	100.0	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)	127	16	55	29	27	41	34	36	9	6	17	15	16	73	70	49	8
	23.9	42.4	23.1	19.5	25.6	23.7	20.0	27.6	27.8	14.5	33.4	30.5	29.4	21.7	25.3	21.2	34.4
Good (3)	249	11	121	64	53	95	86	48	10	25	18	19	20	166	127	115	7
	46.8	29.2	50.4	42.7	50.7	55.8	51.4	37.3	31.7	63.9	35.7	38.2	37.2	49.3	45.6	49.9	29.3
Fair (2)	129	10	56	41	22	30	43	33	12	7	14	14	15	79	69	54	7
	24.3	28.4	23.5	27.0	21.1	17.5	25.4	25.7	37.4	17.9	27.5	28.8	27.8	23.4	24.7	23.2	31.8
Poor (1)	26	-	7	16	3	5	5	12	1	1	2	1	3	19	12	13	1
	4.9	-	3.0	10.9	2.5	3.1	3.3	9.4	3.1	3.8	3.4	2.5	5.7	5.6	4.4	5.7	4.5
Don't know/refused	4	-	1	1	2	1	1	-	1	-	-	-	1	3	2	2	-
MEAN	2.90	3.14	2.94	2.71	2.99	3.00	2.88	2.83	2.84	2.89	2.99	2.97	2.90	2.87	2.92	2.87	2.94

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing access for people with disabilities

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	483	142	159	36	146	131	248	81	22	441	13	29	260	25	312	105	140	86	62	69	468	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	167	56	47	7	58	77	69	17	4	161	1	5	85	8	106	35	50	31	17	33	167	
	34.6	39.2	29.4	18.8	39.7	58.8	27.7	21.2	17.5	36.5	5.4	18.9	32.9	30.9	34.1	33.3	35.7	35.9	27.8	47.3	35.7	
Good (3)	238	57	85	24	72	45	147	37	9	207	8	23	123	14	165	53	69	43	33	22	231	
	49.3	40.3	53.4	67.6	49.0	34.2	59.0	45.5	43.5	46.9	60.5	81.1	47.3	56.8	52.9	50.2	49.3	49.4	53.8	32.3	49.4	
Fair (2)	57	19	23	4	11	6	21	24	6	53	4	-	35	2	32	16	14	10	6	10	54	
	11.8	13.4	14.4	11.7	7.4	4.3	8.5	29.4	28.5	12.0	30.4	-	13.6	9.2	10.3	15.0	10.2	11.3	9.6	14.4	11.5	
Poor (1)	21	10	4	1	6	3	12	3	2	20	0	-	16	1	8	2	7	3	5	4	16	
	4.3	7.2	2.7	1.8	3.9	2.6	4.8	3.8	10.6	4.6	3.7	-	6.2	3.1	2.7	1.5	4.8	3.3	8.8	6.0	3.4	
Don't know/refused	53	9	15	6	23	14	22	15	1	52	-	1	26	-	41	13	19	7	9	2	57	
MEAN	3.14	3.11	3.09	3.03	3.25	3.49	3.10	2.84	2.68	3.15	2.67	3.19	3.07	3.15	3.18	3.15	3.16	3.18	3.01	3.21	3.17	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Providing access for people with disabilities

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	483	37	214	134	98	153	152	123	29	39	49	43	53	299	248	214	21
	100.0	100.0	100.0	100.0	100.0	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)	167	19	68	37	43	53	56	41	8	18	20	17	18	96	103	63	1
	34.6	51.2	32.0	27.4	44.1	34.8	36.7	33.7	26.9	44.7	40.4	38.7	33.3	32.0	41.5	29.3	6.6
Good (3)	238	11	109	76	43	69	80	61	15	15	22	18	21	161	115	112	11
	49.3	28.5	50.9	56.6	43.4	45.2	52.3	49.6	52.3	39.4	45.8	41.6	39.1	54.0	46.4	52.4	51.5
Fair (2)	57	-	32	16	9	25	16	12	2	4	2	6	14	31	23	30	4
	11.8		15.0	11.7	9.2	16.0	10.2	9.7	6.9	11.1	3.9	14.5	25.8	10.3	9.4	13.9	17.7
Poor (1)	21	7	4	6	3	6	1	9	4	2	5	2	1	11	7	9	5
	4.3	20.3	2.0	4.3	3.3	4.0	0.8	6.9	13.9	4.9	9.9	5.2	1.8	3.7	2.7	4.3	24.2
Don't know/refused	53	-	28	17	8	19	17	6	3	-	3	6	2	42	33	18	2
MEAN	3.14	3.11	3.13	3.07	3.28	3.11	3.25	3.10	2.92	3.24	3.17	3.14	3.04	3.14	3.27	3.07	2.41

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Safety and security from crime while onboard or waiting for Muni

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have ridden Muni in the last three years	521	149	169	41	162	143	261	95	22	478	13	30	280	24	342	117	156	90	70	68	502	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	68	21	23	2	22	49	15	4	-	64	0	4	29	3	53	22	13	19	8	5	60	
	13.0	14.1	13.7	4.9	13.4	34.2	5.8	4.0	-	13.3	2.7	12.7	10.2	13.0	15.5	18.8	8.1	21.3	11.2	7.7	12.0	
Good (3)	207	53	66	21	68	71	107	26	4	181	3	23	95	16	149	46	65	35	22	25	216	
	39.7	35.6	38.8	51.0	41.6	49.6	40.8	27.0	17.9	37.9	24.3	75.9	33.9	66.0	43.6	39.5	41.6	38.7	31.8	37.5	43.0	
Fair (2)	164	38	63	16	46	16	107	32	8	155	5	3	102	4	97	30	47	27	30	24	157	
	31.4	25.6	37.0	40.0	28.7	11.4	41.1	33.8	34.9	32.5	36.4	11.4	36.4	15.9	28.3	25.6	30.2	30.2	42.6	35.6	31.3	
Poor (1)	83	37	18	2	26	7	32	33	11	78	5	-	55	1	43	19	31	9	10	13	69	
	15.8	24.7	10.4	4.1	16.3	4.8	12.2	35.2	47.2	16.3	36.6	-	19.5	5.2	12.6	16.0	20.1	9.8	14.4	19.2	13.7	
Don't know/refused	15	2	4	1	7	3	9	2	0	15	-	-	6	1	12	2	3	3	1	3	23	
MEAN	2.50	2.39	2.56	2.57	2.52	3.13	2.40	2.00	1.71	2.48	1.93	3.01	2.35	2.87	2.62	2.61	2.38	2.71	2.40	2.34	2.53	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Safety and security from crime while onboard or waiting for Muni

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Have ridden Muni in the last three years	521	37	238	147	99	168	163	128	32	38	51	48	52	332	274	225	22
	100.0	100.0	100.0	100.0	100.0	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)	68	4	39	12	14	30	21	11	2	5	6	6	8	43	38	27	3
	13.0	11.0	16.2	7.8	13.7	18.0	12.9	8.6	5.5	14.6	10.8	12.4	14.8	13.0	13.8	12.2	12.0
Good (3)	207	-	99	59	49	62	75	48	11	11	16	16	20	144	98	106	3
	39.7	-	41.7	40.2	49.0	36.8	46.2	37.6	33.1	29.0	31.2	34.1	37.6	43.4	35.6	47.2	14.6
Fair (2)	164	22	64	51	27	49	46	50	13	16	18	14	6	109	91	61	11
	31.4	58.5	27.0	34.5	27.3	29.2	28.0	38.9	38.9	42.6	34.4	29.9	12.0	32.9	33.3	27.2	51.0
Poor (1)	83	11	36	26	10	27	21	19	7	5	12	11	19	35	47	30	5
	15.8	30.5	15.1	17.4	9.9	16.0	13.0	15.0	22.5	13.7	23.5	23.6	35.6	10.7	17.3	13.4	22.4
Don't know/refused	15	-	3	5	7	4	6	1	-	2	1	1	3	8	7	8	-
MEAN	2.50	1.92	2.59	2.39	2.66	2.57	2.59	2.40	2.22	2.45	2.29	2.35	2.32	2.59	2.46	2.58	2.16

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Have you seen or experienced harassment while using Muni in the past year?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL		
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE							
						EXC.	GOOD	FAIR	POOR	ENG	SP				CHN	1	2	3	4		5	
BASE - Have ridden Muni in the last three years	525	147	172	41	165	144	267	92	22	482	13	30	279	25	347	117	157	94	68	66	514	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
No	285	51	92	24	119	100	139	35	11	259	5	21	129	16	192	68	85	43	49	33	300	
	54.4	34.4	53.3	58.3	72.4	69.7	52.3	37.7	50.1	53.7	41.5	71.1	46.2	62.5	55.3	58.0	53.9	46.2	72.1	49.7	58.4	
Yes, I saw it happen to others	142	47	53	13	29	27	83	27	5	134	5	3	86	8	98	26	44	32	11	23	132	
	27.1	32.3	30.6	32.2	17.6	19.0	31.2	29.2	22.5	27.9	36.8	10.9	30.6	33.1	28.3	22.0	28.0	34.4	16.2	35.2	25.7	
Yes, it's happened to me and I saw it happen to others	66	30	18	4	14	14	29	20	3	65	-	0	42	1	37	14	23	13	4	9	53	
	12.5	20.3	10.3	9.5	8.7	9.5	10.8	21.9	15.4	13.6	-	1.2	15.0	4.4	10.6	11.7	14.5	14.1	6.6	13.7	10.3	
Yes, it's happened to me	31	19	10	-	2	3	15	10	3	23	3	5	23	-	20	10	6	5	4	1	29	
	5.9	13.0	5.8	-	1.3	1.8	5.8	11.3	12.1	4.8	21.6	16.8	8.2	-	5.8	8.3	3.7	5.3	5.1	1.4	5.6	
Don't know/Not Sure	11	4	1	1	5	2	4	4	1	11	-	-	6	-	7	2	2	-	2	5	11	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Have you seen or experienced harassment while using Muni in the past year?

	TOTAL	Q25 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 - Have ridden Muni in the last three years	525	33	241	149	101	170	168	124	31	38	46	49	54	337	272	230	22
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
No	285	7	135	78	65	89	109	59	15	24	22	20	22	198	143	136	7
	54.4	21.3	56.0	52.1	64.7	52.2	64.9	47.1	48.2	62.2	46.6	41.3	40.1	58.7	52.5	59.0	29.4
Yes, I saw it happen to others	142	15	57	51	20	51	35	41	7	9	11	18	19	85	88	49	5
	27.1	45.2	23.7	33.8	19.6	29.8	21.1	32.6	22.6	23.6	23.3	37.3	35.9	25.2	32.4	21.3	22.2
Yes, it's happened to me and I saw it happen to others	66	11	31	15	9	24	17	14	7	5	10	10	6	36	26	30	10
	12.5	33.5	12.8	9.7	9.3	14.0	10.0	11.4	21.9	12.0	20.6	20.3	11.3	10.6	9.6	13.0	43.9
Yes, it's happened to me	31	-	18	7	6	7	7	11	2	1	4	1	7	19	15	15	1
	5.9		7.5	4.4	6.4	4.0	4.0	8.9	7.3	2.2	9.4	1.1	12.7	5.5	5.5	6.7	4.5
Don't know/Not Sure	11	4	-	2	5	3	2	5	1	1	5	-	1	3	8	3	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.				SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL	
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Have not ridden Muni in the past three years	28	-	-	-	-	-	-	-	-	-	24	3	-	-	-	-	3	12	4	1	5	38
	100.0										100.0	100.0					100.0	100.0	100.0	100.0	100.0	100.0
Drive	23	-	-	-	-	-	-	-	-	-	20	3	-	-	-	-	2	11	4	1	3	31
	83.5										81.1	100.0					72.7	86.2	93.3	69.4	71.1	81.6
Walk	7	-	-	-	-	-	-	-	-	-	6	1	-	-	-	-	2	4	-	0	-	11
	26.0										26.5	22.3					69.7	31.8		21.9		28.9
Other public transit (such as BART)	4	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	1	1	-	0	1	4
	15.1										17.3						33.5	12.2		21.9	28.9	10.5
Ride hailing service (Uber/Lyft)	4	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	1	1	1	1	-	9
	13.4										15.3						33.5	9.4	13.5	76.3		23.7
Bicycle	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	1	1	-	-	2
	7.2										8.3							12.2	11.9			5.3
Taxi	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	2
	4.9										5.6						42.5					5.3
Scooter or skateboard (own)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1
	3.1										3.6						27.3					2.6
Carpool	0	-	-	-	-	-	-	-	-	-	0	-	-	-	-	-	-	0	-	-	-	1
	1.3										1.4							2.8				2.6

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	TOTAL	Q25 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 - Have not ridden Muni in the past three years	28 100.0	4 100.0	4 100.0	13 100.0	6 100.0	5 100.0	13 100.0	8 100.0	1 100.0	2 100.0	5 100.0	3 100.0	1 100.0	17 100.0	23 100.0	4 100.0	1 100.0
Drive	23 83.5	4 100.0	4 100.0	11 82.1	4 65.4	5 94.5	11 85.2	6 81.9	-	2 84.5	3 56.4	2 86.6	1 100.0	15 89.8	20 85.4	3 90.8	-
Walk	7 26.0	-	1 39.2	3 25.2	2 36.5	2 36.1	3 19.5	2 23.2	1 100.0	-	2 37.3	-	-	5 31.3	6 24.9	1 15.1	1 100.0
Other public transit (such as BART)	4 15.1	-	1 39.2	2 17.9	0 4.2	1 20.8	3 23.2	-	-	-	2 31.8	-	-	3 15.2	4 18.2	-	-
Ride hailing service (Uber/Lyft)	4 13.4	-	-	2 11.6	2 34.4	2 43.3	1 6.2	1 8.2	-	0 15.5	0 5.2	-	-	3 18.8	3 12.0	1 24.9	-
Bicycle	2 7.2	-	1 39.2	1 3.7	-	1 9.8	1 11.2	-	-	-	-	1 19.5	-	1 8.9	2 8.7	-	-
Taxi	1 4.9	-	-	1 7.9	0 4.6	1 26.3	-	-	-	-	-	-	-	1 8.0	1 5.9	-	-
Scooter or skateboard (own)	1 3.1	-	-	-	1 14.0	-	-	-	1 100.0	-	1 17.0	-	-	-	-	-	1 100.0
Carpool	0 1.3	-	-	-	0 5.6	-	0 2.6	-	-	-	-	0 13.4	-	-	-	0 9.2	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What was the main purpose of your trips?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY									TRIP PURPOSE					UNWEIGHTED TOTAL	
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS.	OTHER	ZONE					
							GOOD	FAIR	POOR	ENG	SP	CHN				1	2	3	4		5
BASE - All Respondents	553	150	170	42	167	143	268	96	22	507	16	30	284	25	348	118	171	96	70	73	545
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Eat out/Social/Recreation/Entertainment	229	50	72	24	73	64	105	41	9	224	3	2	101	2	168	64	69	38	31	20	223
	41.4	33.7	42.3	58.8	43.6	45.2	39.3	43.1	38.9	44.2	17.3	6.4	35.5	6.7	48.2	54.4	40.2	39.7	44.4	27.2	40.9
Work	115	39	19	6	42	25	51	20	10	99	9	7	87	5	41	20	43	16	17	15	97
	20.8	26.1	11.1	14.0	25.1	17.3	19.2	20.8	42.5	19.5	57.2	23.3	30.7	20.4	11.6	17.2	25.1	16.9	24.5	20.3	17.8
Shopping	93	27	32	7	25	31	53	5	2	73	2	17	35	4	66	9	25	19	6	21	104
	16.8	17.8	19.0	15.9	14.9	21.5	19.7	5.4	7.9	14.5	13.1	58.2	12.2	16.5	19.0	7.9	14.9	20.1	8.7	28.8	19.1
Medical	60	12	28	2	17	11	27	20	1	59	0	1	21	4	49	18	16	12	6	6	73
	10.8	8.0	16.2	3.6	10.5	7.6	10.1	20.7	4.1	11.5	3.0	3.1	7.5	14.6	14.1	15.0	9.5	12.7	8.7	8.1	13.4
School	30	13	12	2	3	5	20	3	1	27	1	1	29	4	11	4	9	3	6	7	15
	5.4	8.8	7.2	4.4	1.7	3.4	7.6	3.5	6.6	5.4	9.3	4.5	10.2	14.2	3.3	3.2	5.1	3.4	9.1	9.8	2.8
Personal Business/Errands	25	8	6	1	7	7	10	6	-	24	-	1	11	7	12	2	8	7	3	4	29
	4.5	5.6	3.5	3.2	4.3	4.9	3.6	6.4	-	4.6	-	4.5	3.9	27.6	3.4	1.8	5.0	7.3	4.4	5.8	5.3
Church/Volunteer	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	1	1	-	0	-	4
	0.3	-	0.8	-	-	-	0.5	-	-	0.3	-	-	-	-	0.4	0.5	0.3	-	0.4	-	0.7
Always use Muni/Don't know	10	1	3	-	2	3	3	0	0	10	0	-	2	0	5	3	1	2	1	3	18

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What was the main purpose of your trips?

	Q25 AGE					HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER		
	TOTAL	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	553	41	245	160	107	176	179	135	33	38	55	51	56	353	296	235	23
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Eat out/Social/Recreation/Entertainment	229	11	121	64	33	87	73	47	10	6	23	21	16	163	142	78	8
	41.4	27.0	49.2	40.3	30.5	49.5	41.0	34.8	31.0	15.5	41.2	40.3	29.1	46.3	48.1	33.4	35.8
Work	115	4	62	42	7	30	40	27	11	6	7	12	14	75	58	55	2
	20.8	9.9	25.2	26.1	6.9	17.2	22.5	20.2	32.7	16.4	12.9	23.2	25.4	21.4	19.5	23.6	8.2
Shopping	93	8	24	24	36	22	36	26	6	9	17	9	7	51	41	48	4
	16.8	19.7	9.9	15.2	34.0	12.3	19.9	19.0	18.0	24.6	31.1	16.9	12.9	14.4	13.8	20.4	19.8
Medical	60	4	20	15	22	27	16	11	1	5	4	6	9	35	29	27	4
	10.8	8.6	8.1	9.1	20.6	15.1	8.9	7.8	2.8	14.5	8.0	11.5	15.9	10.0	10.0	11.3	17.4
School	30	14	12	2	2	4	4	18	4	11	3	1	3	11	11	15	4
	5.4	34.8	5.1	1.2	1.4	2.0	2.1	13.2	11.4	29.0	6.3	2.9	5.1	3.2	3.7	6.3	18.9
Personal Business/Errands	25	-	6	12	6	6	9	7	1	-	0	2	6	16	15	10	-
	4.5	-	2.6	7.8	5.8	3.5	5.3	4.9	4.1	-	0.5	4.2	11.1	4.6	5.0	4.4	-
Church/Volunteer	1	-	-	1	1	1	1	-	-	-	-	1	0	1	-	1	-
	0.3	-	-	0.3	0.9	0.4	0.4	-	-	-	-	1.0	0.5	0.2	-	0.6	-
Always use Muni/Don't know	10	-	-	5	5	1	4	2	-	3	2	1	0	4	8	2	1

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What could Muni do to get you to try transit for this type of trip?

	HOW OFTEN RIDE MUNI (Q4)					SURVEY							TRIP PURPOSE					UNWEIGHTED TOTAL			
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	RATING OF MUNI SVC.			LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	ZONE					
							GOOD	FAIR	POOR	ENG	SP	CHN				1	2		3	4	5
BASE - All Respondents	543	144	165	40	167	137	262	95	22	498	16	29	278	23	343	115	169	94	69	71	536
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increased frequency	141	36	48	11	40	24	75	29	6	131	5	5	75	5	85	35	48	16	19	15	132
	26.1	25.1	29.0	27.0	23.9	17.8	28.8	30.2	28.2	26.4	32.1	17.2	27.0	23.4	24.9	30.5	28.5	17.0	28.1	21.8	24.6
More direct routes/coverage of city/Fewer transfers	133	31	50	13	36	33	71	24	2	129	0	4	76	7	84	29	45	27	15	12	129
	24.4	21.2	30.1	33.4	21.5	24.2	26.9	25.2	8.6	25.8	2.2	13.0	27.4	29.1	24.6	25.6	26.8	28.9	21.6	16.4	24.1
Faster trips	79	22	19	6	27	24	33	14	2	76	2	1	32	2	50	20	28	12	5	12	72
	14.5	15.1	11.2	15.4	15.9	17.6	12.7	14.5	8.7	15.3	12.3	2.9	11.6	10.2	14.5	17.7	16.4	12.8	7.5	17.0	13.4
More on-time/reliable	64	18	25	3	17	6	32	19	5	60	2	1	45	1	39	15	10	9	17	8	59
	11.7	12.2	15.4	6.9	10.0	4.1	12.4	20.2	23.4	12.1	10.9	4.7	16.3	4.1	11.4	13.4	5.8	9.7	24.4	11.9	11.0
Safer from crime onboard/at stop	57	19	13	4	15	8	24	17	2	50	4	3	24	1	38	11	19	5	8	8	57
	10.4	13.3	7.8	9.7	9.0	5.8	9.2	18.0	7.4	10.0	26.7	10.0	8.8	3.8	11.1	10.0	11.4	5.1	11.4	10.9	10.6
Make it easier to carry groceries/tools/ personal material	37	12	16	3	6	14	22	-	-	35	0	1	15	-	27	5	6	12	4	10	40
	6.8	8.0	9.6	6.4	3.7	10.5	8.3	-	-	7.1	3.0	3.7	5.2	-	8.0	4.5	3.4	12.8	5.6	13.5	7.5
Less crowding onboard	33	5	14	2	10	7	13	7	4	32	0	1	23	-	13	3	13	4	4	8	29
	6.1	3.4	8.5	4.2	6.0	5.2	5.0	7.3	15.9	6.3	3.0	3.2	8.4	-	3.9	2.7	7.6	4.1	5.7	11.7	5.4
Prefer to drive/walk/bike/Was given a ride (General)	31	3	13	1	13	7	19	4	-	23	1	7	17	6	19	3	10	9	7	1	29
	5.6	2.1	7.6	1.4	8.0	4.8	7.2	4.3	-	4.5	7.9	23.8	6.0	24.9	5.6	2.7	5.8	9.0	10.2	0.8	5.4
Cleaner onboard/at stops	26	13	3	1	4	4	6	6	5	24	-	2	15	-	13	5	7	5	1	8	18
	4.8	9.2	1.6	3.2	2.5	3.2	2.1	6.8	22.6	4.8	-	7.9	5.4	-	3.7	4.2	4.2	4.8	1.5	10.6	3.4
Closer stops	26	4	5	3	12	7	13	4	-	25	-	1	11	0	16	2	11	6	1	6	26
	4.8	2.9	3.0	6.7	7.2	4.8	4.9	4.6	-	5.0	-	2.9	4.1	1.6	4.6	1.6	6.3	6.7	2.0	8.0	4.9
Expanded hours	19	9	4	-	5	8	8	2	1	19	-	-	7	-	15	8	7	2	0	1	17
	3.5	6.4	2.5	-	3.2	5.9	3.0	1.9	4.4	3.8	-	-	2.5	-	4.4	7.0	4.4	2.1	0.5	1.3	3.2
Less expensive	13	4	0	-	7	5	3	5	-	13	0	-	9	1	4	3	2	3	0	4	11
	2.4	3.0	0.2	-	4.5	3.3	1.0	5.2	-	2.6	3.0	-	3.1	4.1	1.2	3.0	1.2	3.5	0.5	5.7	2.1
Better stops (shelter, more benches, escalators, etc.)	12	3	3	2	3	2	4	5	1	12	-	-	5	-	11	4	5	3	-	1	11
	2.2	2.4	1.8	5.8	2.0	1.5	1.5	5.1	4.4	2.4	-	-	1.8	-	3.2	3.6	2.8	2.7	-	0.7	2.1
Stop fare evaders/drug use onboard/Better rule enforcement onboard	12	4	2	1	2	1	1	5	1	12	-	-	6	-	3	1	6	1	3	0	11
	2.2	2.4	0.9	2.3	1.2	0.7	0.5	5.3	3.5	2.4	-	-	2.3	-	0.9	0.8	3.4	1.0	4.2	0.5	2.1
Unfamiliar with Muni/Muni routes	7	1	2	-	-	1	1	1	-	3	1	3	2	-	2	2	2	-	-	4	8
	1.2	0.9	1.3	-	-	0.6	0.5	1.4	-	0.6	6.1	10.5	0.7	-	0.6	1.3	1.0	-	-	5.0	1.5
More courteous/helpful/professional operators	7	4	2	-	-	-	4	2	-	6	0	-	6	-	0	0	5	-	-	-	4
	1.2	2.8	0.9	-	-	-	1.5	1.6	-	1.2	3.0	-	2.0	-	0.1	0.4	3.0	-	-	-	0.7
Fewer homeless/mentally unstable passengers	6	0	1	-	1	1	1	2	-	5	-	1	1	1	3	1	4	-	1	1	8
	1.1	0.2	0.9	-	0.8	0.4	0.4	1.7	-	1.1	-	3.2	0.3	2.2	0.9	0.4	2.3	-	0.7	1.9	1.5
Unable to ride Muni due to age/disability	4	-	0	1	1	1	1	-	-	3	1	-	-	0	2	1	-	1	1	-	10
	0.7	-	0.2	1.2	0.6	0.6	0.4	-	-	0.6	6.1	-	-	1.6	0.4	1.3	-	1.2	1.3	-	1.9
Fewer police/fare inspectors	4	4	-	-	-	-	-	-	4	4	-	-	4	-	4	-	-	4	-	-	1
	0.7	2.6	-	-	-	-	-	-	16.8	0.8	-	-	1.4	-	1.1	-	-	4.0	-	-	0.2
Real time location on app/Improve the Muni app	4	2	0	-	1	0	2	1	-	4	-	-	3	-	1	2	1	-	-	0	3
	0.7	1.6	0.2	-	0.6	0.3	0.9	1.1	-	0.7	-	-	1.0	-	0.4	2.0	0.6	-	-	0.5	0.6
Was traveling outside Muni's service area	3	0	-	1	2	-	3	-	-	0	-	3	2	-	1	-	2	0	-	-	3
	0.6	0.2	-	2.1	1.2	-	1.2	-	-	0.1	-	10.0	0.7	-	0.3	-	1.2	0.3	-	-	0.6
Restore suspended route/stop	3	-	-	1	2	-	1	1	1	3	-	-	1	-	2	1	0	1	-	0	7
	0.6	-	-	2.5	1.2	-	0.2	1.2	5.5	0.6	-	-	0.4	-	0.5	1.1	0.2	1.1	-	0.5	1.3

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What could Muni do to get you to try transit for this type of trip?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
Provide on-demand, door to door service	3 0.5	-	0 0.2	-	2 1.4	-	2 0.7	1 1.0	-	3 0.6	-	-	1 0.5	1 4.1	1 0.4	-	2 1.1	1 1.0	-	-	3 0.6	
Make it easier to escort children/elders onboard	3 0.5	1 0.8	-	1 3.7	-	0 0.2	2 0.9	-	-	3 0.5	-	-	0 0.1	-	3 0.8	-	-	1 1.6	-	0 0.4	3 0.6	
Improved disabled access	3 0.5	1 1.0	-	0 0.9	0 0.2	-	1 0.3	1 1.6	-	3 0.5	-	-	-	-	2 0.6	1 0.6	-	-	0 0.4	1 2.1	4 0.7	
Improve Muni (General)	2 0.3	1 0.6	-	-	1 0.5	0 0.3	-	-	1 5.8	2 0.3	-	-	2 0.6	-	1 0.3	-	0 0.2	1 0.5	1 1.1	-	3 0.6	
Better service updates/information about route changes	1 0.2	1 0.8	-	-	-	-	1 0.3	0 0.4	-	1 0.2	-	-	-	-	1 0.4	-	0 0.2	-	1 1.2	-	2 0.4	
Be more bicycle friendly	1 0.2	-	1 0.6	-	-	-	1 0.4	-	-	1 0.2	-	-	1 0.4	-	1 0.3	1 0.9	-	-	-	-	1 0.2	
SFMTA is corrupt/inept/wastes money	1 0.1	-	0 0.2	-	1 0.3	0 0.2	-	1 0.5	-	1 0.2	-	-	-	-	1 0.2	1 0.4	-	0 0.3	-	-	2 0.4	
I'm closer to BART	1 0.1	-	0 0.2	-	1 0.3	1 0.4	0 0.1	-	-	1 0.2	-	-	-	-	1 0.2	-	-	1 0.5	-	0 0.4	2 0.4	
Muni easier to use/streamlined maps	1 0.1	-	-	-	1 0.5	-	1 0.3	-	-	-	1 4.9	-	-	-	1 0.2	1 0.7	-	-	-	-	1 0.2	
Better arrival estimates at stops	1 0.1	-	0 0.2	-	0 0.2	0 0.3	0 0.1	-	-	1 0.1	-	-	-	0 1.6	0 0.1	0 0.3	0 0.2	-	-	-	2 0.4	
Updated/Improved buses and trains (more comfortable, more seats, wifi, etc.)	1 0.1	0 0.2	-	-	0 0.2	-	1 0.2	-	-	1 0.1	-	-	0 0.1	-	1 0.2	-	0 0.2	0 0.4	-	-	2 0.4	
Nothing	8 1.5	-	3 1.8	0 0.9	4 2.6	3 2.0	5 1.9	-	-	8 1.6	-	-	2 0.8	0 1.3	8 2.2	-	5 3.2	-	3 3.8	-	7 1.3	
Don't know/Non-answer (I always take Muni, Use it as much as I can, no car, etc.)	20	7	8	1	3	9	9	1	0	19	0	1	8	2	11	6	2	4	2	5	27	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What could Muni do to get you to try transit for this type of trip?

	Q25 AGE					HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER		
	TOTAL	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	543	41	239	157	105	176	172	134	32	39	53	49	56	345	295	225	22
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Increased frequency	141	11	69	36	24	36	58	24	13	7	8	12	10	105	70	65	6
	26.1	27.0	29.0	23.1	23.4	20.4	33.8	17.5	42.6	17.3	15.5	24.0	17.1	30.4	23.7	28.9	28.6
More direct routes/coverage of city/Fewer transfers	133	-	71	40	22	54	38	30	5	3	11	9	17	93	81	43	9
	24.4		29.5	25.2	21.2	30.8	22.0	22.6	15.3	6.9	21.3	18.2	29.6	27.0	27.5	19.0	38.3
Faster trips	79	11	38	22	8	22	28	23	4	4	4	4	14	52	45	29	6
	14.5	27.1	15.8	13.7	8.0	12.7	16.2	17.0	11.3	10.9	8.0	9.0	24.3	15.2	15.1	12.7	26.0
More on-time/reliable	64	10	21	21	11	18	12	21	6	5	8	5	6	39	35	25	4
	11.7	25.6	8.8	13.6	10.1	10.1	6.9	15.5	18.3	13.2	14.6	11.0	11.0	11.3	11.9	11.1	15.7
Safer from crime onboard/at stop	57	-	28	21	8	22	13	17	3	4	9	7	6	30	30	26	1
	10.4		11.5	13.1	8.1	12.7	7.8	12.4	10.3	9.6	16.9	15.0	11.5	8.7	10.2	11.4	4.5
Make it easier to carry groceries/tools/personal material	37	4	8	15	10	7	19	9	-	3	4	4	4	21	17	20	-
	6.8	9.9	3.5	9.3	9.4	4.2	10.9	7.0		8.6	7.2	8.8	7.4	6.1	5.7	8.9	
Less crowding onboard	33	-	18	9	6	11	11	3	6	7	2	5	3	16	15	15	2
	6.1		7.5	5.8	5.5	6.1	6.4	2.5	19.1	18.7	3.1	10.3	5.1	4.7	5.1	6.9	10.6
Prefer to drive/walk/bike/Was given a ride (General)	31	7	9	8	6	15	1	14	-	10	2	5	1	13	19	12	-
	5.6	17.7	3.9	5.1	5.7	8.3	0.8	10.1		25.0	4.1	9.7	0.9	3.9	6.5	5.1	
Cleaner onboard/at stops	26	3	12	9	2	7	10	5	1	-	0	-	3	23	19	7	-
	4.8	8.5	4.9	6.0	1.5	3.7	5.9	3.4	3.4		0.7		5.6	6.6	6.5	3.1	
Closer stops	26	-	13	7	6	11	9	5	1	2	-	1	5	18	18	8	-
	4.8		5.4	4.7	5.3	6.0	5.1	3.7	4.7	4.8		1.8	8.6	5.3	6.2	3.4	
Expanded hours	19	-	11	4	4	14	3	0	-	-	2	5	1	11	13	3	2
	3.5		4.5	2.5	3.9	8.1	1.8	0.3			4.4	9.4	1.8	3.2	4.5	1.4	11.2
Less expensive	13	4	3	3	3	1	3	9	-	-	5	0	1	7	7	7	-
	2.4	9.9	1.2	2.2	2.7	0.7	1.5	7.1			8.5	0.6	1.9	2.1	2.2	2.9	
Better stops (shelter, more benches, escalators, etc.)	12	-	7	3	2	3	6	2	-	-	1	0	1	9	4	7	1
	2.2		2.8	2.1	1.9	1.7	3.4	1.5			2.0	0.5	2.4	2.7	1.3	3.2	4.5
Stop fare evaders/drug use onboard/Better rule enforcement onboard	12	-	7	3	2	1	6	5	-	-	1	1	3	7	9	2	-
	2.2		2.8	2.0	1.9	0.7	3.3	3.6			0.9	1.9	5.1	2.2	3.2	1.0	
Unfamiliar with Muni/Muni routes	7	-	-	5	2	1	2	3	0	2	2	0	-	3	3	4	-
	1.2			3.0	2.0	0.8	1.0	2.4	1.5	4.3	3.4	1.0		0.8	1.1	1.6	
More courteous/helpful/professional operators	7	4	-	3	-	-	1	1	4	-	4	-	-	2	1	2	4
	1.2	9.8		1.7			0.6	0.8	14.2		8.4			0.6	0.4	0.7	17.9
Fewer homeless/mentally unstable passengers	6	-	1	3	2	2	3	1	-	-	1	0	-	4	5	1	-
	1.1		0.6	2.0	1.5	1.1	1.6	1.0			2.5	0.7		1.3	1.7	0.6	
Unable to ride Muni due to age/disability	4	-	-	2	2	1	1	1	-	1	1	-	0	2	3	1	-
	0.7			1.2	1.9	0.4	0.9	1.0		1.9	1.6		0.6	0.6	1.0	0.5	
Fewer police/fare inspectors	4	-	4	-	-	-	-	-	-	-	-	-	-	4	4	-	-
	0.7		1.6											1.1	1.3		
Real time location on app/Improve the Muni app	4	-	2	1	0	2	1	-	-	2	-	-	1	0	3	0	-
	0.7		1.0	0.7	0.3	1.3	0.8			5.8			1.9	0.1	1.1	0.2	
Was traveling outside Muni's service area	3	-	2	-	1	0	1	2	-	-	0	-	-	3	0	3	-
	0.6		0.9		1.1	0.2	0.5	1.5			0.5			0.8	0.1	1.3	
Restore suspended route/stop	3	-	-	1	2	1	2	-	-	-	-	1	1	1	1	3	-
	0.6			0.8	1.7	0.4	1.2					1.6	1.8	0.4	0.2	1.1	
Provide on-demand, door to door service	3	-	1	-	1	1	-	1	-	-	-	-	-	3	1	1	-
	0.5		0.6		1.2	0.8		1.0						0.8	0.4	0.7	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Think of a recent trip when you could have used Muni, but did not...  
 What could Muni do to get you to try transit for this type of trip?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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
Make it easier to escort children/elders onboard	3 0.5	- 0.6	1 0.6	- 0.6	1 1.2	- 0.2	0 0.2	- 0.2	1 4.7	- 0.2	- 0.2	- 0.2	- 0.2	3 0.8	1 0.3	2 0.8	-
Improved disabled access	3 0.5	- 0.6	1 0.6	- 0.6	1 1.0	1 0.8	1 0.6	- 0.6	- 0.3	1 3.8	- 0.8	0 0.8	0 0.6	0 0.1	2 0.6	1 0.3	-
Improve Muni (General)	2 0.3	- 0.3	- 0.8	1 0.8	0 0.3	1 0.4	1 0.3	- 0.3	- 0.3	- 0.3	- 0.8	0 0.8	- 0.8	1 0.4	1 0.2	1 0.5	-
Better service updates/information about route changes	1 0.2	- 0.2	- 0.2	- 0.2	1 1.2	0 0.2	1 0.5	- 0.5	- 0.5	- 0.5	- 0.8	0 0.8	- 0.8	1 0.2	- 0.2	1 0.5	-
Be more bicycle friendly	1 0.2	- 0.2	- 0.7	1 0.7	- 0.7	- 0.6	1 0.6	- 0.6	- 0.6	- 0.6	- 0.6	- 0.6	- 0.6	1 0.3	1 0.4	-	-
SFMTA is corrupt/inept/wastes money	1 0.1	- 0.1	- 0.3	1 0.3	0 0.3	- 0.5	1 0.5	- 0.5	- 0.5	- 0.5	- 0.5	- 0.5	- 0.5	1 0.2	1 0.3	-	-
I'm closer to BART	1 0.1	- 0.1	- 0.3	1 0.3	0 0.3	0 0.2	- 0.4	1 0.4	- 0.4	- 0.4	0 0.5	- 0.5	- 0.5	1 0.1	1 0.2	0 0.1	-
Muni easier to use/streamlined maps	1 0.1	- 0.1	- 0.5	1 0.5	- 0.5	- 0.5	- 0.5	1 0.6	- 0.6	- 0.6	- 1.6	1 1.6	- 1.6	- 0.1	- 0.1	1 0.3	-
Better arrival estimates at stops	1 0.1	- 0.1	- 0.1	- 0.1	1 0.7	- 0.2	0 0.2	- 0.2	- 0.2	- 0.2	- 0.7	0 0.7	- 0.7	0 0.1	1 0.2	- 0.2	-
Updated/Improved buses and trains (more comfortable, more seats, wifi, etc.)	1 0.1	- 0.1	- 0.1	- 0.1	1 0.6	1 0.4	- 0.4	- 0.4	- 0.4	- 0.4	0 0.5	- 0.5	- 0.5	0 0.1	- 0.1	1 0.3	-
Nothing	8 1.5	- 2.8	7 2.8	- 2.8	1 1.2	3 1.5	3 1.9	2 1.5	- 1.5	- 1.5	0 0.5	- 0.5	- 0.5	8 2.2	5 1.8	3 1.2	-
Don't know/Non-answer (I always take Muni, Use it as much as I can, no car, etc.)	20	-	6	7	7	2	11	3	1	2	4	3	-	12	8	11	1

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - All Respondents	540	147	166	40	160	140	256	94	22	509	16	15	278	24	338	119	165	94	70	71	535	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	305	69	92	24	102	66	155	51	15	297	2	6	152	19	199	56	99	61	41	33	300	
	56.5	46.8	55.3	59.2	63.8	47.0	60.5	54.2	65.9	58.3	10.6	42.5	54.7	80.2	58.9	46.6	59.8	64.7	59.0	45.9	56.1	
Use an app	257	79	84	26	66	81	118	44	11	245	9	3	134	6	171	62	79	47	32	30	251	
	47.6	53.6	50.7	64.6	41.4	57.8	46.0	47.2	50.9	48.1	54.3	21.5	48.3	26.9	50.7	51.7	47.6	49.9	45.1	41.4	46.9	
Ask a Muni driver or Station Agent	66	31	20	5	7	22	30	9	3	65	0	1	37	0	51	11	18	20	6	6	63	
	12.3	21.1	12.2	13.3	4.7	15.6	11.7	10.0	12.8	12.8	2.9	5.8	13.2	1.7	15.2	9.4	11.1	21.6	9.0	9.1	11.8	
Visit the SFMTA Customer Service Center	56	12	26	3	12	14	32	6	1	41	9	6	25	-	45	20	19	8	3	5	49	
	10.3	7.9	15.8	6.7	7.6	10.0	12.4	6.0	6.6	8.0	58.2	38.6	9.0	-	13.4	17.0	11.6	8.1	4.4	6.6	9.2	
Call 311 or fill out an online form	54	20	19	2	12	14	22	13	5	52	1	1	35	1	38	10	10	11	6	12	64	
	10.0	13.9	11.7	4.1	7.3	9.9	8.5	13.7	20.5	10.1	7.7	7.2	12.4	3.2	11.4	8.4	5.9	11.4	8.9	17.5	12.0	
Ask a friend, colleague, or family member	22	10	6	2	2	9	6	4	1	22	-	-	11	-	17	2	9	2	5	2	22	
	4.1	6.8	3.9	3.9	1.4	6.6	2.4	4.0	4.5	4.3	-	-	3.8	-	5.0	1.5	5.2	2.0	6.5	2.3	4.1	
Contact Muni via social media	13	4	4	1	2	3	3	4	1	13	-	-	8	-	9	1	2	3	2	1	14	
	2.3	2.6	2.2	3.7	1.5	2.5	1.3	4.2	3.6	2.5	-	-	2.8	-	2.8	0.9	1.5	3.5	2.5	2.0	2.6	
Muni text alerts/emails	7	4	2	1	-	3	3	1	-	7	-	-	5	-	6	0	4	2	-	1	8	
	1.3	2.7	1.0	3.7	-	2.2	1.3	0.8	-	1.4	-	-	1.9	-	1.7	0.3	2.3	2.2	-	1.3	1.5	
Signs at stop	3	-	1	1	-	2	0	-	-	2	0	-	0	-	2	-	0	1	0	-	5	
	0.5	-	0.4	3.6	-	1.3	0.1	-	-	0.4	2.9	-	0.1	-	0.6	-	0.2	1.5	0.5	-	0.9	
Call 511	2	1	1	-	-	0	1	1	-	2	-	-	1	-	1	-	1	-	0	1	4	
	0.3	0.6	0.4	-	-	0.3	0.3	0.5	-	0.3	-	-	0.4	-	0.2	-	0.4	-	0.4	0.7	0.7	
Other (Unspecified)	1	1	0	-	-	1	-	-	-	1	-	-	-	-	1	0	1	-	-	-	2	
	0.2	0.6	0.2	-	-	0.8	-	-	-	0.2	-	-	-	-	0.3	0.2	0.5	-	-	-	0.4	
Don't know/refused	23	4	7	2	9	5	15	2	0	8	-	15	8	1	16	2	6	3	2	5	28	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	540 100.0	41 100.0	239 100.0	158 100.0	102 100.0	172 100.0	174 100.0	131 100.0	33 100.0	36 100.0	55 100.0	51 100.0	56 100.0	342 100.0	292 100.0	225 100.0	22 100.0
Check online	305 56.5	30 73.0	133 55.8	81 51.0	61 59.8	100 57.9	101 58.3	63 47.9	21 64.6	22 61.1	27 49.5	25 48.5	29 52.6	202 58.9	159 54.3	126 55.9	20 90.4
Use an app	257 47.6	11 27.0	127 53.2	81 51.3	38 37.0	82 47.7	84 48.3	63 47.9	12 36.2	12 33.1	22 39.6	23 45.4	26 46.1	174 51.0	148 50.5	105 46.8	4 17.1
Ask a Muni driver or Station Agent	66 12.3	12 28.9	21 8.6	20 12.7	14 13.6	19 11.0	16 9.1	21 16.4	7 21.8	7 19.0	8 15.5	14 27.5	4 8.0	32 9.5	28 9.5	32 14.0	7 30.6
Visit the SFMTA Customer Service Center	56 10.3	7 17.7	23 9.7	13 8.2	12 12.2	16 9.0	14 8.0	19 14.4	6 17.2	8 23.2	6 10.2	7 14.3	5 8.4	30 8.7	27 9.4	28 12.5	-
Call 311 or fill out an online form	54 10.0	-	14 5.7	26 16.3	14 14.2	20 11.7	14 8.2	11 8.2	1 3.2	2 5.0	4 8.0	14 27.0	9 15.2	25 7.4	22 7.4	29 12.9	3 13.7
Ask a friend, colleague, or family member	22 4.1	-	8 3.2	8 5.0	6 6.2	7 4.0	6 3.5	6 4.4	-	-	4 7.8	3 6.7	4 8.0	10 2.9	15 5.0	6 2.8	1 4.5
Contact Muni via social media	13 2.3	-	6 2.3	4 2.8	3 2.5	3 2.0	4 2.2	4 2.8	-	3 7.0	-	3 6.3	1 2.2	6 1.6	10 3.5	2 1.0	-
Muni text alerts/emails	7 1.3	-	4 1.5	2 1.1	2 1.8	4 2.6	-	2 1.6	-	3 7.4	0 0.5	-	1 1.8	3 0.9	2 0.7	4 1.8	1 4.5
Signs at stop	3 0.5	-	-	1 0.6	2 1.6	1 0.7	1 0.8	-	-	0 1.3	-	1 2.8	0 0.7	0 0.1	2 0.8	0 0.2	-
Call 511	2 0.3	-	-	1 0.3	1 1.0	1 0.7	-	-	-	0 1.0	1 0.9	-	0 0.5	0 0.1	1 0.4	0 0.1	-
Other (Unspecified)	1 0.2	-	-	-	1 1.1	1 0.7	-	-	-	-	-	-	-	1 0.3	-	1 0.5	-
Don't know/refused	23	-	6	7	10	5	9	6	-	5	2	0	1	15	11	11	1

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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 - Respondents who use internet sources for information on Muni who cited a website	305	69	92	24	102	66	155	51	15	297	2	6	152	19	199	56	99	61	41	33	300	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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/instagram	156	44	44	15	46	37	79	23	9	151	1	4	76	11	120	28	48	39	16	14	166	
	51.2	64.1	47.2	62.2	45.2	56.0	51.1	44.7	63.9	50.7	72.3	67.0	50.1	58.9	60.1	50.5	48.3	64.8	39.0	43.3	55.3	
Google Maps website	136	22	44	7	55	30	65	28	4	133	0	2	74	7	73	27	47	18	24	14	112	
	44.5	31.6	47.5	31.3	53.6	44.5	42.3	55.7	29.6	44.9	27.7	33.0	48.5	38.5	36.7	47.8	48.0	30.4	57.4	41.0	37.3	
Internet search (general)	13	-	5	-	4	1	9	1	-	13	-	-	4	0	6	2	4	2	-	5	15	
	4.1		5.9		4.3	1.0	5.7	1.0		4.2			2.5	1.9	2.9	4.5	3.7	2.6		14.8	5.0	
Next Bus/Umo website	8	3	2	3	1	1	5	0	1	8	-	-	3	1	6	2	1	3	2	0	14	
	2.6	4.3	1.7	11.5	0.8	1.9	3.2	0.7	9.2	2.7			1.8	4.8	3.1	2.7	1.2	4.8	5.1	0.9	4.7	
Market Street Railway	3	-	3	-	-	-	3	-	-	3	-	-	-	-	3	2	1	-	-	-	2	
	0.9		3.1				1.8			1.0					1.4	3.7	0.8				0.7	
511 website	0	-	-	-	0	-	-	-	0	0	-	-	-	-	0	0	-	-	-	-	1	
	0.1				0.4				2.5	0.1					0.2	0.7					0.3	
Moovit	0	-	-	-	0	-	0	-	-	0	-	-	-	-	0	-	0	-	-	-	1	
	0.1				0.3		0.2			0.1					0.1		0.3				0.3	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Respondents who use internet sources for information on Muni who cited a website	305 100.0	30 100.0	133 100.0	80 100.0	61 100.0	99 100.0	102 100.0	63 100.0	21 100.0	22 100.0	27 100.0	24 100.0	30 100.0	202 100.0	158 100.0	126 100.0	20 100.0
SFMTA website/instagram	156 51.2	12 38.7	62 46.8	42 51.9	40 65.8	48 48.6	54 53.1	28 44.6	13 60.3	10 45.3	15 55.6	18 72.7	12 39.2	102 50.4	71 44.6	75 59.3	10 51.3
Google Maps website	136 44.5	15 49.6	72 53.8	36 44.5	13 21.9	44 44.2	46 45.5	32 50.9	8 39.7	11 49.9	9 32.5	4 16.2	18 59.9	94 46.7	80 50.6	47 37.1	9 43.8
Internet search (general)	13 4.1	3 11.7	3 2.2	4 4.5	3 4.1	3 2.9	7 7.3	2 3.7	-	1 4.8	3 12.8	-	1 2.2	7 3.7	7 4.2	5 3.9	1 4.9
Next Bus/Umo website	8 2.6	-	-	3 3.3	5 8.8	4 4.0	1 1.4	1 2.1	-	-	-	3 11.1	1 3.7	4 2.1	6 3.7	2 1.8	-
Market Street Railway	3 0.9	-	2 1.5	-	1 1.3	2 2.1	-	-	-	-	-	-	-	3 1.4	2 1.3	1 0.6	-
511 website	0 0.1	-	-	-	0 0.6	-	-	-	-	-	-	-	-	0 0.2	-	0 0.3	-
Moovit	0 0.1	-	-	-	0 0.5	0 0.3	-	-	-	-	-	-	-	0 0.1	-	0 0.2	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - Respondents who use an app for information on Muni who cited an app	258	79	84	26	66	82	118	44	11	246	9	3	135	6	172	62	79	47	32	30	252	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
Google Maps App	69	17	21	9	20	24	36	7	0	69	-	0	46	1	40	21	19	11	4	9	53	
	26.8	21.4	24.9	37.0	30.0	29.2	30.7	15.6	3.2	27.9	-	11.6	33.9	20.8	23.2	33.8	24.1	22.8	14.2	29.8	21.0	
MuniMobile	66	19	16	8	22	21	27	14	3	65	0	0	26	-	50	12	16	12	8	14	70	
	25.4	23.8	19.0	29.4	33.9	26.2	23.3	30.4	22.3	26.3	3.9	11.6	19.4	-	29.2	19.9	20.7	26.2	25.0	47.3	27.8	
Next Bus/Umo App	53	19	25	5	5	19	21	8	5	47	6	-	22	4	43	10	19	14	6	5	73	
	20.7	23.6	29.3	19.1	7.4	23.5	18.0	18.5	39.9	19.1	70.1	-	16.0	67.9	25.2	16.6	23.5	30.2	17.7	15.3	29.0	
Transit	41	17	10	3	11	10	25	4	3	38	2	1	23	2	25	10	14	10	2	5	33	
	15.9	21.4	12.4	11.0	16.1	11.7	21.1	9.1	22.6	15.3	26.0	33.7	17.0	26.4	14.2	15.5	18.2	20.3	7.6	17.1	13.1	
Apple Maps App	28	6	6	4	13	12	13	4	-	28	-	-	13	-	17	9	14	-	4	-	18	
	10.9	7.4	6.7	14.8	19.2	14.2	11.0	8.0	-	11.4	-	-	9.5	-	9.9	15.2	17.1	-	13.5	-	7.1	
Routesty	18	4	8	1	5	9	5	4	1	17	-	1	8	-	12	3	6	0	6	3	20	
	7.1	4.7	9.9	4.1	7.8	10.4	4.0	8.4	11.9	6.9	-	43.0	5.7	-	7.3	4.9	7.5	0.8	19.4	9.5	7.9	
Twitter/X	8	4	4	-	-	-	1	6	-	8	-	-	6	-	3	3	-	4	-	1	4	
	3.1	4.5	5.2	-	-	-	1.3	14.4	-	3.2	-	-	4.8	-	1.7	4.7	-	7.5	-	5.1	1.6	
Busly	2	-	2	-	-	0	0	1	-	2	-	-	1	0	2	0	-	0	1	-	3	
	0.8	-	2.4	-	-	0.3	0.3	3.0	-	0.8	-	-	1.0	5.6	0.9	0.6	-	0.6	4.3	-	1.2	
City Mapper	2	1	1	-	-	-	1	-	0	2	-	-	1	-	1	1	-	0	-	0	4	
	0.6	1.3	0.6	-	-	-	1.0	-	3.2	0.6	-	-	0.5	-	0.7	1.4	-	0.8	-	1.0	1.6	
Moovit	1	-	-	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	1	1	
	0.2	-	-	-	0.8	-	-	1.1	-	0.2	-	-	-	-	0.3	-	-	-	-	1.7	0.4	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

Online sources cited in Q21

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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 - Respondents who use an app for information on Muni who cited an app	258 100.0	11 100.0	127 100.0	81 100.0	39 100.0	83 100.0	84 100.0	62 100.0	12 100.0	12 100.0	22 100.0	23 100.0	26 100.0	175 100.0	147 100.0	107 100.0	4 100.0
Google Maps App	69 26.8	3 31.6	44 34.4	18 22.4	4 9.4	25 30.7	20 24.0	16 25.9	1 11.3	2 19.2	7 30.0	1 2.2	4 15.3	56 31.8	49 33.4	20 18.6	-
MuniMobile	66 25.4	-	29 22.6	23 28.9	13 34.5	16 19.6	27 32.5	16 24.9	1 10.1	3 26.1	5 22.9	8 36.9	8 31.6	41 23.2	32 21.9	31 29.3	2 52.0
Next Bus/Umo App	53 20.7	4 36.9	10 8.0	24 29.5	15 39.2	15 17.8	16 19.2	15 23.4	5 39.4	5 39.4	4 19.9	8 35.8	8 29.0	28 16.3	20 13.3	34 31.5	-
Transit	41 15.9	-	27 21.0	12 14.9	2 5.8	11 12.7	12 14.2	13 21.1	5 39.2	-	6 28.2	5 23.7	3 12.9	26 14.9	29 19.4	12 11.6	-
Apple Maps App	28 10.9	3 31.6	20 16.0	2 2.9	2 5.0	10 12.2	8 9.2	9 14.6	-	1 12.3	3 12.4	0 1.2	4 13.9	20 11.5	20 13.5	8 7.3	0 12.5
Routesy	18 7.1	-	4 3.2	11 13.1	4 9.6	9 10.3	7 8.5	1 2.2	-	0 3.1	-	1 4.6	2 7.1	15 8.6	5 3.5	12 11.1	1 35.5
Twitter/X	8 3.1	-	8 6.2	-	-	4 5.3	1 1.8	2 3.3	-	1 12.5	-	-	-	6 3.7	8 5.4	-	-
Busly	2 0.8	-	-	1 1.7	1 1.7	0 0.4	0 0.3	1 2.2	-	-	0 1.7	-	-	2 0.9	0 0.2	2 1.6	-
City Mapper	2 0.6	-	-	1 0.6	1 2.6	1 0.8	1 1.0	-	-	-	-	0 1.2	-	1 0.7	1 0.5	1 0.7	-
Moovit	1 0.2	-	-	1 0.6	-	-	1 0.6	-	-	-	-	-	1 1.9	-	-	1 0.5	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How informed do you feel about Muni projects, enhancements, and service updates?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - All Respondents	543	147	167	41	161	143	254	96	23	516	16	11	277	25	343	122	166	96	71	69	544	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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 Informed (4)	98	36	23	14	24	40	46	10	1	98	-	0	52	4	58	21	32	10	13	19	98	
	18.0	24.6	13.7	33.7	14.8	27.9	18.0	10.2	4.7	18.9	-	3.5	19.0	16.6	16.8	17.6	19.5	10.5	18.6	27.3	18.0	
Somewhat Informed (3)	200	70	69	12	46	50	103	31	12	193	7	0	101	7	149	37	59	46	28	27	222	
	36.8	48.0	41.1	29.5	28.3	34.7	40.6	33.0	54.9	37.4	40.2	3.5	36.5	29.8	43.5	30.1	35.3	47.5	39.1	38.5	40.8	
Not Too Informed (2)	146	22	48	12	55	33	62	36	6	133	9	4	71	7	85	35	46	27	18	12	141	
	26.9	15.0	29.0	30.1	34.0	23.0	24.6	37.3	28.2	25.8	56.9	38.9	25.5	26.6	24.7	29.0	27.4	27.7	25.9	17.4	25.9	
Not At All Informed (1)	99	18	27	3	37	21	43	19	3	93	0	6	52	7	52	28	30	14	12	12	83	
	18.2	12.4	16.2	6.7	22.9	14.4	16.8	19.5	12.2	18.0	2.9	54.2	19.0	27.0	15.0	23.4	17.8	14.2	16.4	16.9	15.3	
Don't know/refused	20	4	6	1	9	3	17	1	-	1	-	19	9	-	11	-	5	2	1	7	19	
MEAN	2.55	2.85	2.52	2.90	2.35	2.76	2.60	2.34	2.52	2.57	2.37	1.56	2.55	2.36	2.62	2.42	2.56	2.54	2.60	2.76	2.62	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How informed do you feel about Muni projects, enhancements, and service updates?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	543 100.0	41 100.0	239 100.0	160 100.0	103 100.0	175 100.0	175 100.0	128 100.0	33 100.0	37 100.0	55 100.0	52 100.0	56 100.0	343 100.0	296 100.0	224 100.0	23 100.0
Very Informed (4)	98 18.0	18 44.1	35 14.7	25 15.9	19 18.9	29 16.3	26 15.1	34 26.8	3 7.8	5 12.6	16 28.2	11 20.5	6 10.8	61 17.8	59 20.0	34 15.1	5 21.0
Somewhat Informed (3)	200 36.8	8 18.5	81 33.7	66 41.3	46 44.4	77 44.1	61 34.7	33 25.6	10 29.8	16 42.4	16 29.4	24 46.3	20 36.1	124 36.1	106 35.9	90 40.1	4 16.2
Not Too Informed (2)	146 26.9	4 9.2	73 30.4	45 28.0	25 24.3	36 20.4	56 31.7	37 28.8	13 40.3	9 24.4	11 20.0	13 24.4	19 34.0	94 27.6	73 24.7	65 29.0	8 35.6
Not At All Informed (1)	99 18.2	12 28.3	51 21.2	24 14.8	13 12.4	34 19.2	32 18.5	24 18.8	7 22.1	8 20.6	12 22.4	5 8.8	11 19.1	64 18.6	57 19.3	35 15.8	6 27.2
Don't know/refused	20	-	6	5	9	2	8	9	-	4	2	-	0	14	7	13	-
MEAN	2.55	2.78	2.42	2.58	2.70	2.57	2.46	2.60	2.23	2.47	2.63	2.78	2.39	2.53	2.57	2.55	2.31

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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	548	149	169	40	163	142	260	95	23	515	16	17	280	25	344	122	169	96	72	71	549	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	168	58	45	11	40	41	67	37	9	162	6	0	88	10	86	38	56	26	17	30	155	
	30.7	39.3	26.6	26.3	24.6	28.8	25.9	38.5	39.3	31.5	35.1	2.2	31.4	40.7	24.9	30.9	33.4	26.9	23.7	42.4	28.2	
Somewhat familiar (3)	223	48	76	22	71	67	113	30	7	216	7	0	109	7	168	44	69	48	28	21	248	
	40.6	32.3	44.8	54.1	43.9	47.1	43.3	31.0	32.5	41.8	40.7	2.2	38.8	29.0	49.0	36.1	40.9	50.3	39.4	29.5	45.2	
Not too familiar (2)	107	29	37	7	29	27	53	21	2	99	4	4	56	6	62	28	26	14	21	15	105	
	19.5	19.7	21.8	18.7	18.0	18.8	20.3	22.3	9.4	19.2	24.2	24.8	20.1	25.6	18.0	23.1	15.7	15.0	29.8	21.6	19.1	
Not at all familiar (1)	50	13	12	0	22	7	27	8	4	38	-	12	27	1	28	12	17	7	5	5	41	
	9.2	8.7	6.9	0.9	13.4	5.2	10.5	8.3	18.7	7.5	-	70.8	9.6	4.6	8.1	9.9	10.1	7.7	7.1	6.5	7.5	
Don't know/refused	15	2	5	2	7	4	11	1	-	2	-	13	6	-	10	-	3	2	-	5	14	
MEAN	2.93	3.02	2.91	3.06	2.80	3.00	2.85	3.00	2.92	2.97	3.11	1.36	2.92	3.06	2.91	2.88	2.98	2.96	2.80	3.08	2.94	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	548	41	241	161	105	175	177	132	33	37	56	52	56	347	297	227	23
	100.0	100.0	100.0	100.0	100.0	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)	168	26	66	53	23	43	56	52	11	16	12	14	12	114	105	57	7
	30.7	63.2	27.4	33.1	22.2	24.8	31.8	39.5	33.6	44.1	21.9	26.3	21.5	32.9	35.4	24.9	28.5
Somewhat familiar (3)	223	4	98	72	49	77	76	43	10	9	19	24	22	149	126	84	13
	40.6	9.9	40.7	44.6	46.4	44.2	42.6	32.5	31.0	23.2	33.7	46.5	39.8	42.9	42.4	36.9	54.3
Not too familiar (2)	107	7	51	24	26	40	34	22	6	10	12	12	20	52	47	60	-
	19.5	17.1	21.0	14.7	24.4	23.0	19.2	16.3	18.8	26.8	22.3	23.0	36.0	15.1	15.8	26.4	-
Not at all familiar (1)	50	4	26	12	7	14	11	16	5	2	12	2	2	32	19	27	4
	9.2	9.8	11.0	7.6	7.1	8.0	6.4	11.8	16.6	5.9	22.1	4.3	2.8	9.2	6.5	11.8	17.3
Don't know/refused	15	-	4	4	7	3	5	5	-	4	1	-	-	10	6	9	-
MEAN	2.93	3.27	2.84	3.03	2.84	2.86	3.00	3.00	2.82	3.06	2.55	2.95	2.80	2.99	3.07	2.75	2.94

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)																				SURVEY					TRIP PURPOSE					ZONE					UNWEIGHTED TOTAL
	TOTAL						RATING OF MUNI SVC.					LANGUAGE			WORK/ SCHL			PERS. BUS			OTHER															
		5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	ENG	SP	CHN	1	2	3	4	5																			
BASE - All respondents	534	146	164	40	158	143	247	94	23	512	16	6	275	25	334	120	163	94	71	70	534															
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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)	97	34	24	7	30	59	32	5	-	96	0	0	55	7	52	29	31	12	7	18	90															
	18.2	23.7	14.7	18.8	19.0	40.9	13.1	5.2	-	18.8	2.1	6.4	19.8	30.0	15.4	23.9	18.8	12.9	10.2	26.1	16.9															
Somewhat satisfied (4)	233	57	77	23	69	57	129	31	9	224	8	1	108	7	165	47	58	55	30	37	229															
	43.6	39.2	47.0	59.5	43.5	40.0	52.1	33.2	40.2	43.7	47.8	22.4	39.4	28.4	49.4	39.3	35.2	57.7	42.1	53.4	42.9															
Neutral (3)	99	16	34	5	34	18	52	19	0	89	7	3	45	6	62	17	38	12	18	8	96															
	18.6	11.2	20.8	12.2	21.6	12.5	21.2	20.0	1.6	17.3	44.1	56.5	16.3	24.0	18.6	14.5	23.1	12.9	25.8	11.8	18.0															
Somewhat unsatisfied (2)	70	28	19	2	14	7	30	23	4	68	1	1	43	4	38	18	27	11	8	3	74															
	13.1	19.2	11.9	5.8	8.8	5.0	12.0	24.6	15.8	13.3	5.9	14.7	15.6	17.6	11.4	15.3	16.3	11.5	11.4	4.9	13.9															
Very unsatisfied (1)	35	10	9	1	11	2	4	16	10	35	-	-	24	-	17	9	11	5	7	3	45															
	6.5	6.7	5.6	3.8	7.1	1.5	1.6	17.0	42.3	6.8	-	-	8.8	-	5.2	7.1	6.5	4.9	10.5	3.8	8.4															
Don't know/refused	29	5	10	2	11	3	24	2	-	5	-	24	11	-	19	1	8	3	1	6	29															
MEAN	3.54	3.54	3.53	3.84	3.59	4.14	3.63	2.85	2.40	3.54	3.46	3.20	3.46	3.71	3.58	3.58	3.44	3.62	3.30	3.93	3.46															

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	534 100.0	41 100.0	236 100.0	156 100.0	100 100.0	172 100.0	175 100.0	125 100.0	33 100.0	35 100.0	53 100.0	50 100.0	56 100.0	339 100.0	296 100.0	215 100.0	23 100.0
Very satisfied (5)	97 18.2	10 25.6	48 20.3	18 11.7	20 20.2	39 22.8	30 17.1	24 19.5	0 0.9	8 22.1	12 21.9	12 23.4	10 17.3	56 16.6	58 19.7	35 16.2	4 17.1
Somewhat satisfied (4)	233 43.6	15 37.0	100 42.4	75 48.2	42 41.8	79 46.0	72 41.1	50 40.0	19 57.3	17 48.6	25 46.3	20 39.6	28 50.3	143 42.1	125 42.4	98 45.7	9 39.3
Neutral (3)	99 18.6	4 8.6	54 22.9	26 16.5	16 15.8	21 12.3	41 23.5	23 18.6	9 25.8	3 8.5	9 16.8	7 14.6	8 14.8	72 21.1	52 17.7	47 21.7	-
Somewhat unsatisfied (2)	70 13.1	12 28.9	25 10.7	18 11.5	15 14.8	25 14.4	21 11.8	16 12.6	4 13.5	7 19.9	7 12.5	8 15.5	7 11.8	42 12.3	39 13.1	24 11.2	7 31.6
Very unsatisfied (1)	35 6.5	-	9 3.6	19 12.1	8 7.5	8 4.4	11 6.5	12 9.3	1 2.6	0 0.8	1 2.6	3 6.9	3 5.8	27 7.8	21 7.2	11 5.1	3 12.0
Don't know/refused	29	-	9	8	12	6	8	12	-	6	4	2	-	18	8	21	1
MEAN	3.54	3.59	3.65	3.36	3.52	3.68	3.50	3.48	3.40	3.71	3.72	3.57	3.61	3.47	3.54	3.57	3.18

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your approximate age?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - ALL RESPONDENTS	563 100.0	151 100.0	174 100.0	42 100.0	169 100.0	146 100.0	271 100.0	96 100.0	23 100.0	517 100.0	16 100.0	30 100.0	286 100.0	25 100.0	354 100.0	122 100.0	171 100.0	98 100.0	72 100.0	76 100.0	563 100.0	
18 to 24 years old (21)	41 7.3	15 10.0	14 8.2	-	8 4.4	11 7.6	22 8.0	4 4.2	-	41 7.9	-	-	33 11.5	4 14.0	11 3.1	4 2.9	15 8.9	4 4.2	7 9.7	11 14.5	11 2.0	
25 to 34 years old (29.5)	139 24.6	43 28.8	27 15.6	9 22.2	57 33.4	44 30.4	60 22.3	26 26.5	6 27.9	131 25.4	5 28.2	3 9.6	79 27.8	10 41.6	77 21.9	35 29.2	47 27.2	24 24.2	13 18.4	14 18.9	55 9.8	
35 to 44 years old (39.5)	107 18.9	32 21.3	31 17.8	10 25.0	32 18.7	29 20.0	51 18.9	20 20.9	4 19.5	97 18.9	3 18.1	6 20.6	63 22.2	2 8.0	66 18.7	37 30.5	36 21.0	14 13.9	5 7.0	6 7.8	63 11.2	
45 to 54 years old (49.5)	86 15.3	17 11.1	29 16.6	8 19.0	27 16.0	13 8.8	45 16.8	16 17.1	6 25.4	81 15.7	2 14.2	3 9.0	50 17.5	4 17.2	49 14.0	11 9.5	12 6.9	23 23.2	17 24.3	21 28.1	79 14.0	
55 to 64 years old (59.5)	78 13.9	15 10.2	29 16.5	6 14.7	21 12.2	14 9.3	36 13.3	19 19.5	2 10.9	67 13.0	6 35.3	5 17.7	40 14.2	1 2.0	54 15.2	17 14.4	22 12.8	15 15.4	9 12.9	12 15.4	115 20.4	
65 to 74 years old (69.5)	64 11.3	18 12.2	23 13.4	4 8.8	16 9.4	21 14.2	30 11.1	7 7.7	3 13.7	59 11.3	1 4.2	4 14.8	15 5.4	4 15.0	53 15.0	9 7.5	22 13.1	11 11.0	11 15.6	7 9.7	122 21.7	
75 years or older (82)	48 8.6	10 6.5	21 11.9	4 10.2	10 5.8	14 9.6	26 9.6	4 4.1	1 2.5	40 7.7	-	8 28.2	4 1.6	1 2.3	43 12.2	7 6.1	17 10.1	8 8.2	9 12.1	4 5.6	118 21.0	
Average (Mean) Age (In Years)	47.1	44.3	50.5	49.1	44.7	46.2	47.5	45.7	46.6	46.4	46.4	59.4	41.5	40.3	50.8	44.7	46.6	48.5	50.7	46.1	59.1	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What is your approximate age?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	563	41	245	165	112	178	183	137	33	41	57	52	56	357	303	236	23
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
18 to 24 years old (21)	41	41	-	-	-	4	8	26	4	7	12	-	-	22	30	3	7
	7.3	100.0				2.0	4.1	18.8	12.1	17.7	20.3			6.2	9.9	1.5	32.4
25 to 34 years old (29.5)	139	-	139	-	-	50	51	19	15	7	10	14	22	85	85	47	7
	24.6		56.6			28.2	27.9	14.0	44.2	16.8	17.7	27.4	39.3	23.9	28.0	19.7	31.0
35 to 44 years old (39.5)	107	-	107	-	-	31	32	32	4	9	3	3	3	88	59	48	-
	18.9		43.4			17.7	17.5	23.0	13.5	21.7	5.8	6.2	6.2	24.6	19.3	20.3	
45 to 54 years old (49.5)	86	-	-	86	-	21	22	35	3	1	10	9	4	61	42	45	-
	15.3			52.4		11.6	11.9	25.3	10.5	3.3	18.4	17.6	7.5	17.1	13.7	18.9	
55 to 64 years old (59.5)	78	-	-	78	-	27	27	16	4	5	10	12	10	41	38	37	4
	13.9			47.6		15.0	14.9	11.8	13.5	13.1	17.5	22.9	18.3	11.5	12.5	15.5	17.2
65 to 74 years old (69.5)	64	-	-	-	64	26	23	8	2	5	6	9	10	33	29	31	3
	11.3				56.8	14.6	12.6	5.6	5.4	12.8	10.9	18.3	17.0	9.3	9.7	13.2	12.8
75 years or older (82)	48	-	-	-	48	19	20	2	0	6	5	4	7	26	21	26	2
	8.6				43.2	10.8	11.1	1.4	0.9	14.6	9.4	7.6	11.8	7.4	6.9	10.9	6.7
Average (Mean) Age (In Years)	47.1	21.0	33.8	54.3	74.9	49.5	48.6	41.8	38.6	47.5	46.6	51.8	50.1	45.9	44.6	50.8	40.5

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	=====			ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
							GOOD	FAIR	POOR													
BASE - All Respondents	551	144	171	42	169	144	265	95	22	505	16	30	278	25	348	121	165	95	71	76	553	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	236	56	79	22	75	62	128	32	10	204	12	21	119	12	152	46	62	41	33	44	268	
	42.9	38.8	46.4	53.3	44.7	43.4	48.5	34.2	44.1	40.3	71.6	70.9	42.9	50.1	43.7	38.3	37.9	43.4	46.0	58.2	48.5	
Male	303	85	88	19	88	79	129	60	12	290	5	9	150	12	188	74	98	49	36	32	279	
	55.0	58.8	51.6	46.7	52.4	55.0	48.9	63.3	55.9	57.4	28.4	29.1	54.0	49.9	54.1	61.3	59.7	51.8	50.3	41.8	50.5	
Trans male	4	4	1	-	-	-	4	-	-	4	-	-	4	-	0	1	4	-	-	-	3	
	0.8	2.4	0.6	-	-	-	1.7	-	-	0.9	-	-	1.4	-	0.1	0.4	2.4	-	-	-	0.5	
Genderqueer/gender non-binary	7	-	2	-	5	2	3	2	-	7	-	-	5	-	7	-	-	5	3	-	3	
	1.3	-	1.3	-	2.9	1.6	1.0	2.4	-	1.4	-	-	1.7	-	2.1	-	-	4.8	3.6	-	0.5	
Don't know/refused	12	7	3	-	1	2	6	2	1	12	-	-	8	-	6	1	6	3	1	-	10	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	TOTAL	Q25 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	551 100.0	37 100.0	245 100.0	162 100.0	108 100.0	174 100.0	182 100.0	136 100.0	28 100.0	41 100.0	52 100.0	52 100.0	55 100.0	352 100.0	303 100.0	236 100.0	12 100.0
Female	236 42.9	3 9.4	95 38.6	81 50.3	57 53.0	77 44.2	76 41.5	59 43.0	16 58.2	20 47.8	30 56.8	24 46.6	23 41.2	141 39.9	-	236 100.0	-
Male	303 55.0	30 81.1	143 58.5	80 49.1	51 47.0	95 54.2	104 57.3	74 54.1	9 32.7	21 52.2	22 43.2	27 52.5	28 50.4	205 58.2	303 100.0	-	-
Trans male	4 0.8	4 9.5	-	1 0.6	-	1 0.3	-	4 2.9	-	-	-	1 1.0	-	4 1.1	-	-	4 38.4
Genderqueer/gender non-binary	7 1.3	-	7 2.9	-	-	2 1.3	2 1.3	-	3 9.1	-	-	-	5 8.4	3 0.7	-	-	7 61.6
Don't know/refused	12	4	-	3	5	3	1	1	5	-	5	-	1	5	-	-	12

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What race and/or ethnicity do you identify with?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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	534	135	168	40	164	141	257	90	20	488	16	30	270	23	337	117	156	94	69	76	540	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	253	44	81	27	89	67	131	33	10	252	-	1	120	10	169	56	99	45	39	11	342	
	47.4	32.2	48.2	68.2	54.5	47.7	50.9	37.1	49.9	51.7	-	2.4	44.4	41.7	50.0	47.4	63.3	48.0	56.6	14.7	63.3	
Asian	192	51	55	11	64	47	91	42	2	163	-	29	94	10	117	32	45	43	31	28	132	
	36.0	37.9	32.8	28.1	39.2	33.3	35.5	46.7	11.1	33.4	-	97.6	34.6	44.9	34.7	27.0	28.7	45.5	45.6	36.7	24.4	
Hispanic, Latina, Latino, or Latinx	70	23	19	6	19	22	24	15	4	54	16	-	38	2	36	20	15	4	6	22	64	
	13.2	16.9	11.2	14.9	11.3	16.0	9.5	16.8	20.5	11.1	100.0	-	13.9	10.0	10.7	17.4	9.8	4.1	9.2	29.5	11.9	
Black or African American	42	19	14	-	9	15	21	-	6	42	-	-	31	-	24	7	9	6	2	11	19	
	7.8	13.8	8.6	-	5.4	10.7	8.0	-	31.0	8.6	-	-	11.6	-	7.0	6.0	5.9	6.7	3.3	15.1	3.5	
American Indian, Alaska Native, or Indigenous	14	2	9	-	2	3	8	2	-	14	-	-	12	-	10	6	6	-	-	2	5	
	2.6	1.7	5.5	-	1.4	2.3	3.3	2.6	-	2.9	-	-	4.3	-	3.0	4.8	3.9	-	-	3.0	0.9	
Middle Eastern or North African	8	1	4	-	2	-	6	1	-	8	-	-	4	0	7	4	1	1	1	1	6	
	1.5	1.1	2.3	-	1.5	-	2.5	1.7	-	1.6	-	-	1.3	1.6	2.2	3.3	1.0	0.5	0.7	2.0	1.1	
Native Hawaiian or Pacific Islander	4	3	-	1	0	1	3	-	-	4	-	-	3	0	3	3	-	1	-	1	4	
	0.8	1.9	-	1.9	0.3	0.5	1.2	-	-	0.9	-	-	1.2	1.8	0.9	2.2	-	0.8	-	1.3	0.7	
Don't know/refused	29	15	5	1	6	5	14	6	2	29	-	-	15	2	17	4	15	3	3	-	23	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

What race and/or ethnicity do you identify with?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	534 100.0	37 100.0	239 100.0	156 100.0	103 100.0	167 100.0	177 100.0	135 100.0	28 100.0	41 100.0	51 100.0	52 100.0	51 100.0	339 100.0	290 100.0	232 100.0	12 100.0
White	253 47.4	18 48.1	117 49.1	61 39.4	57 55.1	87 52.3	103 58.3	48 35.7	7 23.4	16 40.1	13 25.1	22 42.5	24 46.3	178 52.5	143 49.3	101 43.3	9 76.9
Asian	192 36.0	12 33.0	79 33.2	64 41.0	37 35.8	53 31.9	58 32.6	61 44.9	10 35.9	14 33.0	19 38.1	9 16.6	21 40.7	130 38.3	107 36.8	83 35.7	3 21.3
Hispanic, Latina, Latino, or Latinx	70 13.2	10 28.3	39 16.5	17 10.8	4 3.6	15 9.1	21 11.7	21 15.6	12 42.8	10 24.3	11 22.2	13 26.0	8 16.4	27 8.0	31 10.6	37 15.8	3 23.1
Black or African American	42 7.8	4 10.2	17 6.9	14 8.8	8 7.6	10 5.9	6 3.3	16 11.6	2 7.0	6 14.6	5 9.3	8 16.3	2 3.6	21 6.2	25 8.5	17 7.4	-
American Indian, Alaska Native, or Indigenous	14 2.6	4 10.2	6 2.4	5 3.0	-	8 4.8	2 1.3	4 2.8	-	4 9.1	3 6.5	5 9.0	-	2 0.7	12 4.0	2 1.0	-
Middle Eastern or North African	8 1.5	4 9.5	3 1.3	1 0.6	0 0.4	2 1.4	2 1.1	4 2.6	-	1 3.6	0 0.7	-	-	6 1.8	7 2.4	1 0.4	-
Native Hawaiian or Pacific Islander	4 0.8	-	3 1.1	1 0.8	0 0.4	4 2.6	-	-	-	1 2.8	3 5.0	-	-	1 0.2	1 0.3	4 1.5	-
Don't know/refused	29	4	7	9	9	10	6	2	5	-	6	-	5	18	13	4	11

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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	472 100.0	111 100.0	151 100.0	37 100.0	149 100.0	126 100.0	222 100.0	85 100.0	15 100.0	441 100.0	16 100.0	14 100.0	233 100.0	22 100.0	298 100.0	112 100.0	146 100.0	81 100.0	59 100.0	61 100.0	462 100.0	
Less than \$10,000 [\$5,000]	17 3.5	2 1.8	9 5.8	-	6 3.7	2 1.8	9 3.9	4 4.5	1 9.9	15 3.3	2 12.0	-	11 4.7	6 26.0	6 2.2	-	5 3.6	2 2.9	4 5.9	5 8.4	9 1.9	
\$10,000 to \$24,999 [\$17,499.5]	24 5.2	7 6.2	12 7.6	3 6.8	2 1.3	6 4.4	13 5.7	3 3.8	1 9.9	16 3.7	1 9.0	6 44.8	7 3.2	0 1.8	18 6.2	6 5.5	7 4.6	2 2.3	1 1.0	7 11.3	27 5.8	
\$25,000 to \$34,999 [\$29,999.5]	20 4.3	4 4.1	10 6.6	-	2 1.4	2 1.5	12 5.5	3 3.0	-	18 4.1	1 8.8	1 5.9	8 3.3	1 2.9	12 4.0	7 6.5	5 3.5	0 0.3	0 0.4	7 12.1	25 5.4	
\$35,000 to \$49,999 [\$42,499.5]	36 7.7	10 9.1	8 5.6	2 6.3	14 9.7	9 6.8	20 9.1	6 7.0	0 2.5	27 6.2	5 30.6	4 30.0	19 8.2	-	23 7.8	8 6.8	9 6.4	3 3.3	2 3.5	11 18.1	35 7.6	
\$50,000 to \$74,999 [\$62,499.5]	52 10.9	23 20.4	12 7.9	4 11.5	10 6.9	19 15.3	20 8.9	9 11.0	0 3.2	47 10.8	4 25.5	-	25 10.8	3 11.8	38 12.9	15 13.7	14 9.7	12 14.6	1 2.2	6 9.3	65 14.1	
\$75,000 to \$99,999 [\$87,499.5]	56 11.9	22 20.2	18 12.1	2 5.2	12 8.3	17 13.6	17 7.7	17 20.4	3 22.6	53 12.0	2 14.1	1 7.4	32 13.9	2 8.9	32 10.7	8 7.0	21 14.2	10 12.7	11 18.8	6 9.5	62 13.4	
\$100,000 to \$149,999 [\$124,999.5]	74 15.6	9 8.4	27 17.9	4 11.9	31 21.0	16 12.9	40 18.0	15 18.2	0 2.5	72 16.3	-	2 12.0	28 11.9	2 7.4	52 17.3	20 17.9	17 11.5	11 14.0	19 31.4	7 11.2	76 16.5	
\$150,000 to \$199,999 [\$174,999.5]	39 8.2	7 6.3	15 9.7	1 2.8	16 10.6	7 5.4	19 8.6	9 10.4	4 24.5	39 8.8	-	-	23 9.9	1 4.1	26 8.7	6 5.4	17 11.4	11 13.3	5 8.6	0 0.5	36 7.8	
\$200,000 or more [\$250,000]	153 32.5	26 23.5	41 26.8	21 55.6	55 37.2	48 38.2	72 32.5	18 21.8	4 25.0	153 34.8	-	-	80 34.2	8 37.0	90 30.4	42 37.2	51 35.1	30 36.6	17 28.1	12 19.7	127 27.5	
Refused	91 19.4	40 36.1	22 14.7	5 12.4	20 13.7	20 15.7	48 21.6	11 13.5	8 53.0	76 17.2	-	16 108.5	52 22.5	3 11.5	56 18.9	9 8.1	26 17.6	17 20.6	13 21.2	15 23.9	101 21.9	
Average Household Income	138150.1	117064.5	127858.1	174339.4	154126.5	146828.5	137861.2	124795.2	133425.7	144619.0	46077.3	43770.2	141725.4	126566.3	135835.2	145367.1	145254.1	154461.3	144508.1	91781.9	129420.6	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	472 100.0	34 100.0	213 100.0	143 100.0	81 100.0	163 100.0	152 100.0	112 100.0	32 100.0	41 100.0	57 100.0	52 100.0	56 100.0	266 100.0	263 100.0	193 100.0	15 100.0
Less than \$10,000 [\$5,000]	17 3.5	7 21.4	8 3.5	1 0.7	1 1.1	7 4.5	2 1.2	5 4.7	2 7.2	17 40.7	-	-	-	-	8 2.9	9 4.7	-
\$10,000 to \$24,999 [\$17,499.5]	24 5.2	-	8 3.9	6 4.0	10 12.7	16 9.5	4 2.8	3 2.3	-	24 59.3	-	-	-	-	14 5.2	11 5.5	-
\$25,000 to \$34,999 [\$29,999.5]	20 4.3	3 10.3	3 1.2	7 5.0	7 8.8	8 4.7	8 5.5	3 2.8	1 4.2	-	20 35.9	-	-	-	6 2.5	13 6.8	1 5.6
\$35,000 to \$49,999 [\$42,499.5]	36 7.7	8 23.8	11 5.0	13 9.3	4 5.4	14 8.5	3 2.0	13 11.4	7 21.2	-	36 64.1	-	-	-	16 6.1	16 8.5	4 26.0
\$50,000 to \$74,999 [\$62,499.5]	52 10.9	-	17 8.1	21 14.6	13 16.4	27 16.6	8 5.5	11 9.5	4 13.3	-	-	52 100.0	-	-	27 10.3	24 12.5	1 3.3
\$75,000 to \$99,999 [\$87,499.5]	56 11.9	-	26 12.0	14 10.1	16 19.9	19 11.8	20 13.4	11 10.0	3 10.5	-	-	-	56 100.0	-	28 10.5	23 11.7	6 38.9
\$100,000 to \$149,999 [\$124,999.5]	74 15.6	4 12.0	34 15.7	24 16.7	12 14.9	32 19.9	21 14.0	13 11.9	5 17.1	-	-	-	-	74 27.7	33 12.5	37 19.0	4 26.3
\$150,000 to \$199,999 [\$174,999.5]	39 8.2	-	25 11.6	8 5.9	6 6.8	11 6.9	20 13.2	6 5.4	-	-	-	-	-	39 14.6	25 9.4	14 7.3	-
\$200,000 or more [\$250,000]	153 32.5	11 32.6	83 38.9	48 33.6	11 13.9	29 17.6	65 42.5	47 42.1	8 26.5	-	-	-	-	153 57.7	107 40.6	46 24.1	-
Refused	91 19.4	7 20.6	32 14.9	22 15.3	31 37.6	14 8.8	31 20.4	26 23.1	1 3.8	-	-	-	-	91 34.4	40 15.2	44 22.6	8 50.6
Average Household Income	138150.1	110686.5	156085.0	139434.2	100327.7	108521.4	164971.3	150460.2	115674.7	12409.1	38012.2	62499.5	87499.5	204423.4	153622.3	121529.1	81608.6

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How many people are in your household?

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - ALL RESPONDENTS	531 100.0	133 100.0	165 100.0	40 100.0	166 100.0	141 100.0	254 100.0	92 100.0	16 100.0	486 100.0	16 100.0	29 100.0	266 100.0	25 100.0	324 100.0	117 100.0	166 100.0	91 100.0	68 100.0	74 100.0	527 100.0	
1	178 33.4	42 31.6	74 45.0	13 33.5	43 25.8	39 27.7	96 37.6	35 37.6	3 19.1	172 35.4	0 2.9	5 17.8	80 30.1	9 35.0	125 38.7	46 39.5	70 42.4	32 35.4	12 17.4	15 19.6	197 37.4	
2	183 34.5	31 23.3	59 35.5	16 39.0	64 38.8	49 35.0	79 31.1	35 37.5	7 40.1	172 35.5	1 8.0	9 31.8	76 28.5	9 38.5	114 35.0	36 31.0	67 40.3	28 31.2	22 32.2	27 36.7	204 38.7	
3	81 15.2	33 24.6	14 8.4	2 4.0	28 17.1	25 18.0	35 13.8	13 14.3	3 17.7	64 13.2	4 24.4	13 43.6	57 21.5	2 9.3	35 10.7	18 15.3	18 10.8	11 12.5	17 24.3	9 11.5	61 11.6	
4	57 10.7	19 14.3	11 6.8	6 16.0	16 9.8	18 12.6	24 9.4	7 8.0	4 23.1	51 10.6	5 27.7	1 3.2	35 13.0	4 17.2	32 9.8	11 9.1	7 4.1	16 17.8	8 11.6	13 18.2	44 8.3	
5	21 3.9	1 1.0	5 3.1	1 3.7	12 7.1	5 3.3	13 5.0	2 2.5	-	14 2.9	6 34.1	1 3.6	7 2.7	-	13 4.0	6 4.8	-	1 1.5	10 14.5	4 5.1	15 2.8	
6	2 0.4	0 0.4	-	1 3.7	-	-	2 0.8	-	-	1 0.3	0 2.9	-	0 0.2	-	1 0.5	0 0.4	-	1 1.6	-	-	2 0.4	
7 or more	11 2.0	6 4.7	2 1.2	-	2 1.4	5 3.3	6 2.3	-	-	11 2.2	-	-	11 4.0	-	4 1.3	-	4 2.4	-	-	7 8.9	4 0.8	
Refused	32 6.0	18 13.3	9 5.5	2 4.4	3 2.0	5 3.5	16 6.4	4 4.5	6 40.0	31 6.4	-	1 2.9	19 7.3	0 1.5	29 9.1	4 3.6	5 3.2	7 7.4	4 5.5	2 2.9	36 6.8	
MEAN	2.3	2.6	2.0	2.3	2.4	2.5	2.4	2.0	2.4	2.3	3.9	2.4	2.6	2.1	2.2	2.1	2.0	2.2	2.7	3.2	2.1	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

How many people are in your household?

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	531 100.0	41 100.0	235 100.0	155 100.0	100 100.0	178 100.0	183 100.0	137 100.0	33 100.0	39 100.0	57 100.0	50 100.0	54 100.0	331 100.0	282 100.0	228 100.0	21 100.0
1	178 33.4	4 8.6	82 34.8	47 30.5	45 45.1	178 100.0	-	-	-	23 58.5	22 38.0	27 53.9	19 35.5	87 26.2	95 33.6	77 33.9	6 27.1
2	183 34.5	8 18.5	83 35.4	49 31.6	43 43.2	-	183 100.0	-	-	6 15.7	11 19.8	8 16.6	20 37.6	137 41.4	104 37.0	76 33.2	3 14.9
3	81 15.2	14 34.8	30 12.7	30 19.2	7 6.7	-	-	81 58.7	-	5 13.4	7 12.8	8 16.4	9 16.4	51 15.4	43 15.2	33 14.4	5 23.3
4	57 10.7	12 28.4	21 9.0	21 13.6	3 2.9	-	-	57 41.3	-	3 6.5	9 15.2	2 4.6	2 4.3	41 12.4	31 11.0	26 11.3	-
5	21 3.9	-	13 5.5	6 3.5	2 2.1	-	-	-	21 62.2	-	4 6.4	2 3.9	3 6.2	12 3.5	7 2.6	10 4.3	3 16.0
6	2 0.4	-	1 0.6	0 0.3	-	-	-	-	2 6.0	-	0 0.8	-	-	1 0.5	-	2 0.9	-
7 or more	11 2.0	4 9.8	5 2.0	2 1.3	-	-	-	-	11 31.9	2 5.9	4 7.0	2 4.6	-	2 0.6	2 0.7	5 2.0	4 18.7
Refused	32 6.0	-	11 4.6	9 6.0	12 11.9	-	-	-	-	2 5.2	-	1 2.5	2 4.4	26 8.0	22 7.6	9 3.9	2 8.3
MEAN	2.3	3.6	2.3	2.5	1.7	1.0	2.0	3.4	6.8	2.1	2.8	2.1	2.1	2.4	2.2	2.3	3.9

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5		
										ENG	SP	CHN										
BASE - ALL RESPONDENTS	538	141	166	41	165	141	254	95	23	504	14	20	272	25	334	122	171	98	72	76	544	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	29	10	11	2	6	8	16	3	2	24	0	4	14	1	18	-	29	-	-	-	25	
	5.4	7.1	6.5	5.1	3.7	5.4	6.3	3.4	9.7	4.8	3.4	20.1	5.2	2.9	5.4	-	16.9	-	-	-	4.6	
94103	21	11	3	1	6	7	11	3	-	20	1	-	14	1	14	21	-	-	-	-	18	
	3.9	7.9	1.7	3.6	3.4	4.9	4.4	3.0	-	3.9	10.1	-	5.1	5.4	4.1	17.3	-	-	-	-	3.3	
94104	0	-	-	-	-	-	-	-	-	-	0	-	-	-	-	-	0	-	-	-	1	
	0.1	-	-	-	-	-	-	-	-	-	3.4	-	-	-	-	-	0.3	-	-	-	0.2	
94105	2	1	1	-	-	-	1	-	1	2	-	-	2	-	1	2	-	-	-	-	3	
	0.4	0.8	0.6	-	-	-	0.6	-	3.5	0.4	-	-	0.7	-	0.4	1.8	-	-	-	-	0.6	
94107	18	4	5	2	5	6	4	6	1	17	0	-	8	-	16	18	-	-	-	-	19	
	3.3	2.9	3.3	3.8	3.3	4.2	1.6	6.0	3.8	3.4	2.4	-	3.1	-	4.8	14.6	-	-	-	-	3.5	
94108	6	1	4	-	1	0	2	4	-	6	-	-	3	-	3	-	6	-	-	-	7	
	1.2	0.4	2.7	-	0.8	0.3	0.8	4.2	-	1.3	-	-	1.1	-	1.0	-	3.7	-	-	-	1.3	
94109	38	14	12	5	4	8	21	6	1	35	0	3	20	0	23	-	38	-	-	-	51	
	7.1	9.8	7.2	12.4	2.6	5.4	8.4	6.0	2.9	6.9	3.4	15.7	7.2	1.1	6.7	-	22.4	-	-	-	9.4	
94110	50	7	17	2	22	15	24	5	4	43	7	-	21	1	38	50	-	-	-	-	43	
	9.3	5.0	10.3	5.3	13.3	10.7	9.6	4.8	18.0	8.6	48.6	-	7.6	3.5	11.4	41.2	-	-	-	-	7.9	
94111	5	0	0	1	3	1	3	1	0	5	-	-	1	-	5	-	5	-	-	-	8	
	1.0	0.2	0.2	3.0	2.1	0.7	1.2	1.1	1.6	1.1	-	-	0.2	-	1.5	-	3.1	-	-	-	1.5	
94112	42	15	9	1	13	9	19	10	-	38	-	3	22	7	16	-	-	-	-	42	38	
	7.7	10.8	5.3	3.3	7.8	6.7	7.4	10.5	-	7.6	-	16.0	8.2	26.2	4.8	-	-	-	-	54.7	7.0	
94114	27	6	13	0	7	4	11	11	-	27	-	-	13	-	17	27	-	-	-	-	37	
	5.0	4.0	7.9	0.7	4.4	3.2	4.4	11.5	-	5.3	-	-	4.8	-	5.1	22.0	-	-	-	-	6.8	
94115	14	6	5	-	4	4	8	3	-	14	-	-	6	2	6	-	14	-	-	-	15	
	2.7	4.3	2.8	-	2.2	2.6	3.1	3.0	-	2.8	-	-	2.2	9.4	1.9	-	8.4	-	-	-	2.8	
94116	24	6	11	2	5	7	11	5	1	22	-	2	12	1	16	-	-	-	24	-	34	
	4.4	4.2	6.5	4.0	3.3	5.0	4.3	4.9	4.7	4.3	-	10.8	4.6	3.2	4.8	-	-	-	33.1	-	6.3	
94117	44	8	16	9	11	8	27	7	1	44	-	-	20	3	26	-	44	-	-	-	33	
	8.2	5.7	9.6	21.4	6.5	5.4	10.8	7.9	4.4	8.8	-	-	7.2	11.5	7.8	-	25.8	-	-	-	6.1	
94118	32	5	12	0	13	6	14	8	3	32	-	-	23	2	15	-	-	32	-	-	30	
	5.9	3.5	7.5	0.9	8.1	4.4	5.5	8.5	12.9	6.3	-	-	8.4	9.3	4.6	-	-	32.2	-	-	5.5	
94121	22	2	6	5	7	4	13	3	-	20	-	2	10	2	16	-	-	22	-	-	32	
	4.0	1.6	3.8	11.1	4.1	2.5	5.2	3.3	-	3.9	-	10.1	3.6	6.9	4.9	-	-	22.0	-	-	5.9	
94122	44	17	8	4	12	16	17	4	4	44	-	-	21	1	38	-	-	44	-	-	38	
	8.1	12.3	4.8	9.9	7.4	11.6	6.7	4.0	18.8	8.7	-	-	7.6	3.7	11.4	-	-	44.6	-	-	7.0	
94123	20	1	7	0	5	3	9	1	-	19	0	-	9	-	7	-	20	-	-	-	17	
	3.7	0.5	4.5	0.9	3.0	2.5	3.6	0.8	-	3.8	2.4	-	3.4	-	2.2	-	11.5	-	-	-	3.1	
94124	19	5	6	-	8	9	8	1	0	15	2	2	13	-	14	-	-	-	-	19	13	
	3.6	3.7	3.9	-	4.7	6.4	3.3	1.4	2.1	3.0	16.1	9.3	4.6	-	4.1	-	-	-	-	25.4	2.4	
94127	15	7	2	2	4	1	5	7	1	14	-	1	10	-	7	-	-	-	15	-	19	
	2.8	5.3	1.0	4.9	2.2	1.0	2.1	7.0	5.9	2.8	-	5.2	3.6	-	2.0	-	-	-	21.0	-	3.5	
94129	1	-	0	-	1	1	0	-	-	1	-	-	-	-	1	-	-	1	-	-	2	
	0.2	-	0.2	-	0.5	0.6	0.1	-	-	0.2	-	-	-	-	0.3	-	-	1.2	-	-	0.4	
94131	19	3	3	1	12	4	7	6	0	19	-	-	9	0	11	-	-	-	19	-	23	
	3.6	2.1	2.0	1.9	7.0	3.1	2.9	6.7	1.6	3.9	-	-	3.4	1.1	3.3	-	-	-	27.2	-	4.2	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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		
																					=====	
94132	13	-	5	1	8	7	6	0	-	13	-	-	10	4	8	-	-	-	13	-	9	
	2.5		2.7	1.2	5.1	5.2	2.3	0.3		2.7			3.6	14.0	2.3				18.7		1.7	
94133	13	2	6	3	1	4	6	1	1	12	-	2	4	-	8	-	13	-	-	-	14	
	2.5	1.7	3.7	6.5	0.5	2.9	2.2	1.4	3.5	2.3		8.7	1.6		2.5		7.9				2.6	
94134	15	8	2	-	4	4	8	0	1	13	1	1	9	0	5	-	-	-	-	15	12	
	2.8	5.9	1.0		2.3	3.1	3.0	0.4	6.5	2.6	10.3	4.1	3.1	1.7	1.6					19.9	2.2	
94158	4	0	1	-	3	3	0	-	-	4	-	-	-	-	4	4	-	-	-	-	3	
	0.7	0.3	0.3		1.7	2.4	0.1			0.7					1.1	3.1					0.6	
Refuse	25	10	7	1	5	5	17	2	-	13	2	10	13	-	20	-	-	-	-	-	19	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

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

	TOTAL	Q25 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	538 100.0	41 100.0	231 100.0	160 100.0	107 100.0	175 100.0	181 100.0	127 100.0	33 100.0	39 100.0	53 100.0	48 100.0	56 100.0	342 100.0	289 100.0	227 100.0	22 100.0
94102	29 5.4	4 9.8	12 5.3	6 3.7	7 6.4	12 6.6	5 2.6	8 6.4	4 12.1	3 6.8	6 10.7	2 3.7	4 7.2	15 4.3	14 4.7	11 5.0	4 17.9
94103	21 3.9	-	14 6.2	6 3.5	1 1.0	11 6.3	2 1.3	6 4.5	2 5.9	-	3 5.2	7 15.4	1 1.4	10 2.9	11 3.7	10 4.6	-
94104	0 0.1	-	-	0 0.3	-	-	-	0 0.4	-	-	-	0 1.0	-	-	-	0 0.2	-
94105	2 0.4	-	-	2 1.2	0 0.3	0 0.2	2 1.0	-	-	-	-	-	0 0.7	2 0.5	2 0.6	0 0.2	-
94107	18 3.3	-	10 4.5	5 3.4	2 1.8	9 5.0	4 2.0	4 3.2	-	-	4 8.2	1 2.5	-	12 3.5	11 4.0	6 2.8	-
94108	6 1.2	-	3 1.2	2 1.0	2 1.7	2 1.1	4 2.5	-	-	-	1 1.5	-	6 9.9	-	4 1.5	1 0.7	0 1.6
94109	38 7.1	4 8.6	12 5.2	11 6.8	12 11.3	18 10.5	11 6.2	5 4.2	-	3 8.5	3 5.6	2 4.2	2 3.4	28 8.2	20 7.0	14 6.0	4 20.1
94110	50 9.3	4 8.6	30 13.1	10 6.5	6 5.6	9 5.1	19 10.5	16 12.5	4 12.4	6 14.3	6 11.3	3 6.9	4 7.2	31 9.1	29 10.0	20 8.8	1 6.1
94111	5 1.0	-	1 0.6	1 0.5	3 2.9	3 2.0	2 1.0	-	-	-	-	1 1.7	-	5 1.3	3 0.9	3 1.2	-
94112	42 7.7	8 18.5	12 5.2	14 8.6	8 7.7	11 6.4	16 8.8	12 9.1	1 4.5	5 13.6	12 23.2	2 4.7	4 8.0	17 5.0	19 6.4	23 10.2	-
94114	27 5.0	-	15 6.3	5 3.3	7 6.5	17 9.5	6 3.5	3 2.2	-	1 1.7	2 3.3	3 7.2	3 4.9	18 5.3	18 6.2	9 3.9	-
94115	14 2.7	-	9 4.0	1 0.6	4 3.8	9 5.1	5 2.9	-	-	1 3.9	0 0.5	1 1.0	3 5.5	9 2.6	7 2.5	7 3.1	-
94116	24 4.4	-	1 0.6	13 7.9	10 9.0	4 2.2	9 5.1	8 6.6	1 3.7	-	0 0.5	1 2.6	2 3.4	20 5.9	10 3.4	14 6.1	-
94117	44 8.2	4 9.2	29 12.5	7 4.3	5 4.5	16 9.2	20 11.3	7 5.1	-	4 9.7	4 7.8	6 13.0	5 8.7	25 7.3	28 9.8	14 6.3	1 6.6
94118	32 5.9	-	17 7.2	12 7.3	3 3.0	14 7.7	10 5.4	6 4.7	1 4.1	3 7.3	3 4.7	2 4.1	1 0.9	24 6.9	21 7.3	10 4.6	-
94121	22 4.0	-	2 0.9	12 7.6	7 6.8	7 3.8	8 4.2	6 5.1	-	1 1.9	-	3 7.2	2 4.0	15 4.4	8 2.8	12 5.2	2 7.3
94122	44 8.1	4 9.9	19 8.1	13 8.1	8 7.5	12 6.9	11 5.9	14 11.2	1 4.5	0 0.7	1 0.9	6 13.1	8 13.6	29 8.5	20 6.9	18 7.9	6 25.1
94123	20 3.7	4 9.9	11 4.6	3 2.0	2 1.8	3 1.6	15 8.5	2 1.2	-	-	0 0.5	0 0.7	1 2.4	18 5.2	14 4.9	5 2.4	-
94124	19 3.6	-	7 3.0	11 7.0	1 1.1	2 1.3	6 3.5	2 1.4	9 26.7	4 9.4	2 4.3	3 6.5	1 2.4	9 2.6	4 1.4	15 6.7	-
94127	15 2.8	-	4 1.9	7 4.2	4 3.6	3 1.9	1 0.8	6 4.8	2 5.6	1 1.6	1 2.6	-	6 10.3	7 2.1	8 2.6	7 3.3	-
94129	1 0.2	-	-	1 0.5	0 0.3	-	0 0.2	1 0.6	-	0 0.9	-	-	-	1 0.2	-	1 0.5	-
94131	19 3.6	-	10 4.5	4 2.5	5 4.9	0 0.2	10 5.8	2 1.6	7 20.5	-	1 1.2	-	3 5.3	16 4.6	10 3.3	7 2.9	3 15.3
94132	13 2.5	7 17.1	2 0.9	3 2.0	1 1.0	4 2.5	1 0.4	8 6.1	-	4 9.1	-	-	1 0.9	9 2.7	9 3.0	5 2.1	-

**2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY**

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

	TOTAL	Q25 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
94133	13 2.5	-	5 2.2	3 2.0	5 4.9	7 4.0	4 2.0	3 2.2	-	1 2.2	0 0.5	2 3.8	-	11 3.1	7 2.6	6 2.7	-
94134	15 2.8	3 8.5	1 0.6	8 5.0	2 2.1	1 0.6	5 2.7	9 6.7	-	3 8.4	4 7.3	0 0.6	-	8 2.3	9 3.1	6 2.7	-
94158	4 0.7	-	3 1.2	1 0.3	0 0.3	1 0.3	3 1.8	-	-	-	-	-	-	4 1.1	3 1.1	1 0.2	-
Refuse	25	-	14	5	6	2	2	10	-	2	4	3	1	15	14	10	1

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	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	563	151	174	42	169	146	271	96	23	517	16	30	286	25	354	122	171	98	72	76	563	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	122	30	40	5	43	36	53	24	6	113	9	-	58	2	90	122	-	-	-	-	123	
	21.6	19.6	23.1	13.1	25.5	24.6	19.5	24.9	25.3	21.8	53.5	-	20.3	8.9	25.5	100.0	-	-	-	-	21.8	
ZONE 2	171	42	62	20	35	35	92	26	5	160	2	9	76	6	97	-	171	-	-	-	171	
	30.4	27.7	35.7	48.3	20.8	24.3	34.1	27.3	22.1	31.0	10.9	30.3	26.7	25.1	27.4	-	100.0	-	-	-	30.4	
ZONE 3	98	24	27	9	33	27	45	15	7	96	-	2	53	5	71	-	-	98	-	-	102	
	17.4	16.2	15.6	21.5	19.6	18.4	16.5	15.5	31.7	18.5	-	6.9	18.7	19.9	20.0	-	-	100.0	-	-	18.1	
ZONE 4	72	16	20	5	29	20	29	18	3	68	-	3	41	5	42	-	-	-	72	-	85	
	12.7	10.9	11.6	11.8	17.0	13.9	10.9	18.6	12.3	13.2	-	10.9	14.5	18.3	11.7	-	-	-	100.0	-	15.1	
ZONE 5	76	29	17	1	24	23	35	12	2	66	4	6	43	7	35	-	-	-	-	76	63	
	13.5	19.1	9.7	3.2	14.4	15.6	12.9	12.2	8.6	12.8	23.1	20.1	15.2	27.8	9.9	-	-	-	-	100.0	11.2	
REFUSED	25	10	7	1	5	5	17	2	-	13	2	10	13	-	20	-	-	-	-	-	19	
	4.4	6.4	4.3	2.0	2.7	3.1	6.1	1.6	-	2.5	12.4	31.9	4.6	-	5.5	-	-	-	-	-	3.4	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

ZONE

	Q25 AGE				HOUSEHOLD SIZE				INCOME (IN \$1000)					GENDER			
	TOTAL	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	563 100.0	41 100.0	245 100.0	165 100.0	112 100.0	178 100.0	183 100.0	137 100.0	33 100.0	41 100.0	57 100.0	52 100.0	56 100.0	357 100.0	303 100.0	236 100.0	23 100.0
ZONE 1	122 21.6	4 8.6	72 29.6	29 17.6	17 14.7	46 26.1	36 19.8	29 20.8	6 18.3	6 15.0	15 26.3	15 29.9	8 13.9	77 21.6	74 24.4	46 19.5	1 5.9
ZONE 2	171 30.4	15 37.5	83 33.6	34 20.5	40 35.4	70 39.6	67 36.5	25 18.1	4 12.1	12 29.2	14 25.4	14 27.3	21 36.8	110 30.8	98 32.4	62 26.4	10 44.6
ZONE 3	98 17.4	4 9.9	37 15.2	38 22.9	19 16.8	32 18.2	28 15.6	28 20.1	3 8.6	4 10.3	3 5.3	12 22.9	10 18.3	69 19.2	49 16.3	41 17.5	7 31.3
ZONE 4	72 12.7	7 17.1	18 7.4	27 16.2	20 17.7	12 6.7	22 11.9	24 17.8	10 29.8	4 10.0	2 4.1	1 2.5	11 19.8	53 14.8	36 11.7	33 13.8	3 14.8
ZONE 5	76 13.5	11 27.0	20 8.3	33 20.1	12 10.4	15 8.2	27 14.8	22 16.0	10 31.2	12 29.5	19 32.6	6 11.0	6 10.3	34 9.5	32 10.5	44 18.7	-
REFUSED	25 4.4	-	14 5.9	5 2.8	6 4.9	2 1.3	2 1.3	10 7.2	-	2 6.0	4 6.4	3 6.5	1 0.9	15 4.1	14 4.7	10 4.1	1 3.4

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.					SURVEY LANGUAGE			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	=====			ENG	SP	CHN	WORK/ SCHL	PERS. BUS	OTHER	1	2	=====			5	
							GOOD	FAIR	POOR									3	4			
BASE - ALL RESPONDENTS	563	151	174	42	169	146	271	96	23	517	16	30	286	25	354	122	171	98	72	76	563	
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	517	141	157	41	153	141	240	93	20	517	-	-	269	25	325	113	160	96	68	66	515	
	91.8	93.8	90.6	98.0	90.5	96.4	88.6	96.3	87.0	100.0	-	-	94.1	100.0	91.9	92.8	93.7	97.9	95.5	87.1	91.5	
Spanish	16	4	4	-	5	3	5	2	3	-	16	-	5	-	10	9	2	-	-	4	21	
	2.9	2.8	2.1	-	2.9	1.8	2.0	2.0	13.0	-	100.0	-	1.8	-	2.8	7.2	1.0	-	-	5.0	3.7	
Chinese	30	5	13	1	11	3	26	2	-	-	-	30	12	-	19	-	9	2	3	6	27	
	5.3	3.4	7.3	2.0	6.6	1.8	9.5	1.8	-	-	-	100.0	4.1	-	5.2	-	5.3	2.1	4.5	7.9	4.8	

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

LANGUAGE

	TOTAL	Q25 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	563 100.0	41 100.0	245 100.0	165 100.0	112 100.0	178 100.0	183 100.0	137 100.0	33 100.0	41 100.0	57 100.0	52 100.0	56 100.0	357 100.0	303 100.0	236 100.0	23 100.0
English	517 91.8	41 100.0	229 93.2	149 90.3	98 87.9	172 96.8	172 94.2	115 83.9	26 78.6	31 76.0	45 79.7	47 92.0	53 94.0	340 95.2	290 95.6	204 86.1	23 100.0
Spanish	16 2.9	-	8 3.1	8 4.9	1 0.6	0 0.3	1 0.7	8 6.2	6 18.2	3 8.3	6 11.3	4 8.0	2 4.1	-	5 1.5	12 4.9	-
Chinese	30 5.3	-	9 3.7	8 4.9	13 11.5	5 2.9	9 5.1	14 9.9	1 3.2	6 15.7	5 9.0	-	1 1.9	17 4.8	9 2.9	21 9.0	-

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

SOURCE

	HOW OFTEN RIDE MUNI (Q4)					RATING OF MUNI SVC.				SURVEY			TRIP PURPOSE			ZONE					UNWEIGHTED TOTAL
	TOTAL	5/+ DAYS /WK	SEV. TIMES /WK	ONCE /WK	3X/MO OR LESS	EXC.	GOOD	FAIR	POOR	LANGUAGE			WORK/ SCHL	PERS. BUS	OTHER	1	2	3	4	5	
										ENG	SP	CHN									
BASE - ALL RESPONDENTS	563	151	174	42	169	146	271	96	23	517	16	30	286	25	354	122	171	98	72	76	563
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	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	366	84	85	25	146	93	168	64	15	323	16	27	187	20	190	82	118	42	43	66	286
	65.0	56.0	48.8	59.9	86.3	63.7	62.2	66.5	65.6	62.6	97.9	89.5	65.6	79.3	53.8	67.4	69.0	43.2	60.0	87.1	50.8
Online interview	197	66	89	17	23	53	102	32	8	193	0	3	98	5	163	40	53	56	29	10	277
	35.0	44.0	51.2	40.1	13.7	36.3	37.8	33.5	34.4	37.4	2.1	10.5	34.4	20.7	46.2	32.6	31.0	56.8	40.0	12.9	49.2

2025 SAN FRANCISCO MUNI RIDERSHIP SURVEY

SOURCE

	TOTAL	Q25 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	563 100.0	41 100.0	245 100.0	165 100.0	112 100.0	178 100.0	183 100.0	137 100.0	33 100.0	41 100.0	57 100.0	52 100.0	56 100.0	357 100.0	303 100.0	236 100.0	23 100.0
Telephone Interview	366 65.0	30 72.3	202 82.2	97 58.8	38 34.1	105 59.1	126 68.8	95 69.5	29 89.1	28 69.1	42 73.9	29 56.2	32 57.7	234 65.6	203 67.0	147 62.3	16 67.1
Online interview	197 35.0	11 27.7	44 17.8	68 41.2	74 65.9	73 40.9	57 31.2	42 30.5	4 10.9	13 30.9	15 26.1	23 43.8	24 42.3	123 34.4	100 33.0	89 37.7	8 32.9