

Results Summary Line Grades

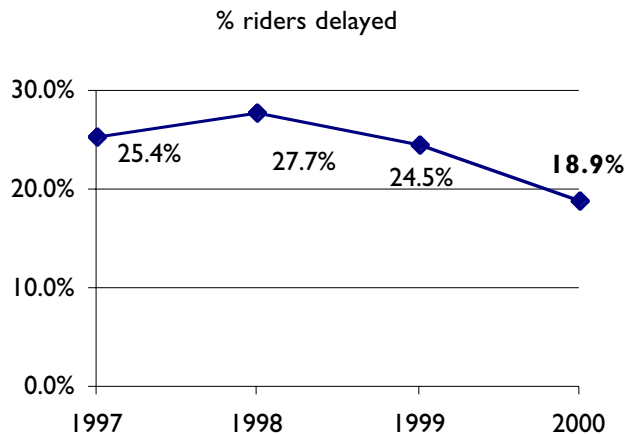
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Rescue Muni conducted the 2000 **Muni Riders' Survey** in February 2000. 74 volunteers recorded their experiences while using Muni in February 2000, recording how long they waited for their buses and streetcars, recording **2,123** separate rides. We compared waiting times with advertised headways on Muni's map (at bus shelters).

According to our volunteers' data, there has been a **substantial improvement** in Muni performance since 1999, with this improvement at a faster rate than in the previous year. On average, Muni riders were delayed **18.9%** of the time, earning the system a grade of **B-minus**; this was 5.6 percentage points better from 1999. (See chart below.)

The best lines included the **K-Ingleside** and **9-San Bruno**, graded **A**, and **44-O-Shaughnessy**, graded **B**. The worst lines included **38-Geary** and **30-Stockton**, graded **F**, and **14-Mission**, graded **D**. Relatively more lines were graded A or B, and fewer graded D or F, than in previous years.

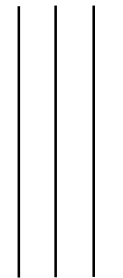
Look at the table to the right to see how your line did. Detailed results are on www.rescuemuni.org. And **THANKYOU** to all survey participants!



route	% late	grade	crowd- ing	1999 % late	change 00-99	data points	*
38AX	0%	A	3.80			15	*
108	0%	A	2.20			10	*
30X	0%	A	1.60			10	*
K	4%	A	2.92	32%	-28%	53	
9	5%	A	3.45	31%	-26%	20	
16BX	6%	A	3.38	19%	-12%	16	*
28	8%	A-	2.36	21%	-13%	25	
33	8%	A-	2.25	12%	-4%	49	
71L	8%	A-	2.58			12	*
31BX	10%	A-	4.10			10	*
44	10%	B+	2.72	25%	-15%	84	
18	11%	B+	2.56	10%	0%	19	*
43	12%	B+	1.73	26%	-15%	100	
5	12%	B+	2.92	16%	-3%	66	
38L	13%	B	4.00	35%	-21%	15	*
21	14%	B	2.29	26%	-11%	35	
47	14%	B	2.75	40%	-26%	21	
JKLMN	15%	B	2.92	20%	-5%	55	
24	17%	B-	2.73	22%	-5%	95	
KLM	18%	B-	3.38	22%	-5%	222	
6	18%	B-	2.56	21%	-3%	73	
29	18%	B-	2.36	40%	-22%	11	*
N	20%	C+	3.03	23%	-2%	386	
F	21%	C+	2.13	11%	10%	63	
22	21%	C+	2.50	22%	-1%	33	
I	24%	C	2.13	28%	-3%	33	
M	25%	C	2.79	26%	-1%	72	
J	25%	C	2.70	36%	-11%	82	
L	28%	C-	2.84	26%	2%	127	
49	29%	C-	2.29	23%	6%	14	*
71	29%	C-	2.71	23%	7%	17	*
42	30%	D+	2.64	36%	-6%	33	
14	32%	D+	2.45	47%	-15%	31	
45	36%	D	3.31	23%	12%	14	*
7	38%	D-	1.85	50%	-12%	13	*
19	42%	F	2.00	15%	27%	12	*
30	50%	F	3.14	26%	24%	40	
38	52%	F	3.00	33%	19%	27	
Total	18.9%	B-	2.81	25%	-6%	2123	

*This line had fewer than 20 responses, so grade is not as exact.
† Crowding is on a scale of 1 (empty) to 5 (jammed).

RESCUE MUNI
Attn: Membership Secretary
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Join Us!

Place Stamp Here

We need YOU to make Muni more reliable.

If you'd like to help us fight for better Muni service, join **RESCUE MUNI**, San Francisco's transit riders' association. We'll send you regular updates on our projects and meetings, and we will give you frequent opportunities to **make your voice heard at City Hall** on important transit issues.

(Fold over, tape shut, and mail in. You can also join us on our web site, www.rescuemuni.org.)

Name: _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____

Muni lines you ride: _____

Number of riders in your household: _____

Membership category:

\$5 Limited Income \$40 Sustaining
 \$15 Basic \$100 Contributing
 \$20 Household Other: \$ _____

"Don't Be Late" T-Shirt (\$20) Size: _____

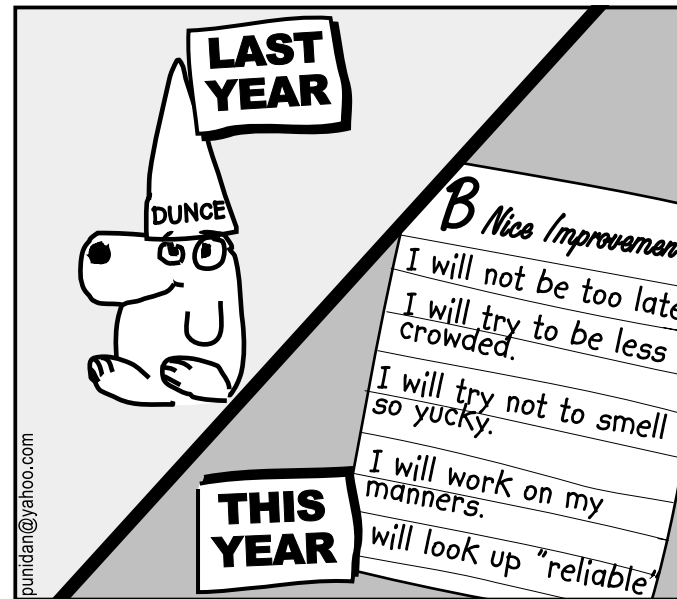
I would like to volunteer! Yes No

Signature: _____

6/2000 (R)



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415-273-1558 • www.rescuemuni.org



2000 Muni Riders' Survey Results

This year Muni was graded:

B-

with 19% of riders delayed.

This was a significant improvement over 1999 (24.5%, C) and previous years.

How did your line do? Look inside!

