

# RESCUE MUNI *Transfer*

No. 14,  
January 2001



PUNI online at [www.sfweekly.com](http://www.sfweekly.com). Email [punidan@yahoo.com](mailto:punidand@yahoo.com) about the new Puni book.

### Inside:

Volunteers Needed for Muni CAC	2
Alternative Fuels for Muni?	3
Muni Service Expansion	4
Service Standards Update	5
Double Parking = Double Fine	8
Report Traffic Violations by Muni	9
Muni Riders' Survey	Forms in centerfold

RESCUE MUNI  
**Riders' Survey**  
begins 2/1/2001  
**Forms enclosed!**

Info: [www.rescuemuni.org](http://www.rescuemuni.org)



RESCUE MUNI

P.O. Box 190966  
San Francisco, CA 94119-0966  
415-273-1558 • [www.rescuemuni.org](http://www.rescuemuni.org)

ADDRESS SERVICE REQUESTED

Place  
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January 2001  
**Transfer**

The Newsletter of  
RESCUE MUNI

2001 Riders' Survey  
Muni Expansion  
Alternative Fuels  
Service Standards Update  
Traffic/Parking Enforcement

# Volunteers Needed for Muni's Advisory Council

**Andrew Sullivan** wants you to consider helping the railway more actively.

Proposition E, passed by San Francisco voters in 1999 to improve Muni's reliability, created a **Citizens' Advisory Council** to provide public input on the operations of San Francisco's transit system. This body meets frequently to discuss how Muni is run: its budget, service standards and reliability, service planning, labor relations, and so on. The CAC provides input to the Director and Municipal Transportation Agency board of directors on a regular basis.

The fifteen CAC members are appointed either by the Mayor (four members) or one of the Supervisors (one member per supe). Several Rescue Muni leaders are currently serving on the CAC, including Vice-Chair Daniel Murphy and Steering Committee members Joan Downey and Daniel Murphy. The current chair is Linton

Stables, who is active with SPUR and was a supporter of Proposition E.

Due in part to the election of several new Supervisors, there are likely to be some vacancies on the council. Rescue Muni is often asked to suggest candidates; if you are interested in serving on the CAC, please let us know by sending a brief email to [transit1@rescuemuni.org](mailto:transit1@rescuemuni.org) describing your interest and your qualifications. Keep in mind that the CAC is a significant time commitment - members attend one monthly meeting (which is open to the public) and more frequent committee meetings. If qualified candidates step forward, the Steering Committee may recommend one or more to interested Supervisors.

*Information on the CAC, including meeting agendas and minutes, is available at Muni's web site, [www.sfmuni.com](http://www.sfmuni.com). ★*

## Transfer

the newsletter of RESCUE MUNI

January 2001 - No. 14

Editor: Eric Carlson

Designer: Andrew Sullivan

Artist: Dan Siegler

Contributing writers: Heidi Machen, Joan Downey, Daniel Krause, Susan Vaughns

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RESCUE MUNI (Riders for an Efficient, Safe, Consistent, Utilized, and Expedient Muni), founded 1996, is a volunteer-run, not-for-profit transit riders' association.

Hotline: **415-273-1558**

[www.rescuemuni.org](http://www.rescuemuni.org)  
[transit1@rescuemuni.org](mailto:transit1@rescuemuni.org)

# Membership Form

**We need YOU to help us Rescue Muni.**

Join us by mailing this form to P.O. Box 190966, San Francisco, CA 94119-0966.

You can also join online at [www.rescuemuni.org](http://www.rescuemuni.org).

**Name:**

**Address:**

**Phone:**

**Fax:**

**Email:**

**Muni lines you ride:**

**# riders in your household:**

**I would like to volunteer! Y N**

**Membership category:**

\$5 Student / Limited Income

\$15 Basic

\$40 Sustaining

\$100 Contributing

Other: \$ \_\_\_\_\_

Rescue Muni may from time to time publish membership lists *with names only*. May we publish your name only as a member? Y N

**Signature:**

## Executive Committee

Chair: Vacant (Andrew Sullivan acting)

Vice-Chair: Richard Mlynarik

Membership Sec'y: Daniel Murphy

Recording Sec'y: Howard Strassner

Corresponding Sec'y: Eric Carlson

Treasurer: Joan Downey

Coordinators:

Charlotte Breckenridge, David Pilpel,

Andrew Sullivan

## Steering Committee

Chair: Andrew Sullivan

Vice-Chair: Daniel Murphy

Charlotte Breckenridge, Eric Carlson,

Joan Downey, Richard Mlynarik, David

Pilpel, Howard Strassner

## Standing Committees

**Muni Metro:** addresses scheduling and reliability of Muni's light rail lines. Meets second Wed. of every month, 6 p.m., at

SPUR, 312 Sutter, 5th floor (chair: Howard Strassner, 661-8786, [ruthow@juno.com](mailto:ruthow@juno.com))

**Service Expansion** discusses ways Muni can add service. Meets fourth Thurs. of each month, approximately; contact the acting chair. (acting chair: Eric Carlson, 863-5578, [pontneuf@earthlink.net](mailto:pontneuf@earthlink.net))

## Other Rescue Muni Initiatives

**Membership** (chair: Daniel Murphy, 665-4074, [daniel@well.com](mailto:daniel@well.com))

**Surveys** (chair: Andrew Sullivan, 673-0626, [andrew@sulli.org](mailto:andrew@sulli.org))

Any member may form a committee. If it meets at least four times per year, the committee may request appointment of a representative to the Steering Committee, the policy-making body of RESCUE MUNI.

# RESCUE MUNI Calendar

More reliable than a Muni schedule, and easier to find!

date	event	location
1/23, 5 PM	Municipal Transportation Agency Board	City Hall, 1 Goodlett (Polk) St. Room 400
1/25, 6:30 PM	RM Service Expansion Committee	SPUR, 312 Sutter, 5th Floor
<b>Jan.TBA</b>	<b>RM General Membership Meeting - see web site or call</b>	
<b>2/1</b>	<b>2001 Muni Riders' Survey Begins - forms enclosed</b>	
2/6, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
2/7, 6 PM	RM Metro Committee	SPUR
2/19, 6 PM	RM Executive & Steering Committees	SPUR
2/20, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
2/22, 6:30 PM	RM Service Expansion Committee	SPUR
<b>2/28</b>	<b>2001 Muni Riders' Survey Ends - submit your data asap!</b>	
3/6, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
3/7, 6 PM	RM Metro Committee	SPUR
3/19, 6 PM	RM Executive & Steering Committees	SPUR
3/20, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
3/22, 6:30 PM	RM Service Expansion Committee	SPUR

## April TBA RM General Membership Meeting Discussion: Survey Results, Service Expansion

4/3, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
4/4, 6 PM	RM Metro Committee	SPUR
4/16, 6 PM	RM Executive & Steering Committees	SPUR
4/17, 5 PM	Municipal Transportation Agency Board	City Hall, Rm. 400
4/26, 6:30 PM	RM Service Expansion Committee	SPUR

Please check the web site or Hotline for announcements of special meetings and other events - there will be many more. If you'd like to sponsor an event, please let us know as well - call us or fill out the Volunteer Form on the web site.



## RM Winter Fashions

Baby, it's cold outside. Keep your sweetie warm and toasty with our stylish yet practical **long-sleeve t-shirt**. Order now at [www.rescuemuni.org](http://www.rescuemuni.org).

# Alternative Fuels for Muni?

Heidi Machen assesses the relative benefits of clean diesel and CNG buses.

## Clean Diesel

(Staff recommendation)

Most environmentalists would bristle at the thought that a company has made, or is poised to make, a business decision to purchase a product that is cheaper but more polluting than another comparable, available product which is integral to that company. On its surface, the Municipal Railway staff's recommendation last fall to continue using diesel in its compliance plan for the new air quality standards being set by the California Air Resources Board (CARB) begs to provoke this reaction. To its credit, 40% of Muni's fleet is presently composed of zero emission electrically powered cars. Prior to the latest report from Muni analysts, Muni had given few persuasive arguments in favor of retaining diesel, other than the lower cost; however, upon reviewing Muni's staff report and the recommendations made by those lobbying for alternative fuels, the benefits of the clean diesel choice are clear.

In addition to greenhouse gas emissions, diesel buses generate far more particulate matter than do gasoline powered vehicles - enough to negate the benefits of customers switching from autos to transit. But, over the fifteen year period of the CARB regulation, Muni's use of diesel buses is projected to produce **lower** total emissions of particulate matter than the fleet planned under the alternative fuel choice! This turnaround is due to the expected advances in cleaner burning fuel technology. By July, 2002, it is

Continued on page 6

## CNG/Alternative Fuels

(Union of Concerned Scientists et al.)

What if the information that policy-makers have received from their technical experts is flawed, thus making it difficult to make an informed decision? This is the argument presented by the Union of Concerned Scientists (UCS) in favor of the Board of Supervisors' forcing the Municipal Railway to pick alternative fuel over its staff recommendation to reinvest in diesel. Specifically, the advocates for compressed natural gas (CNG) begin with the premise that Muni staff has not consistently based its analysis on actual natural gas transit fleets. In the event that Muni has performed some analysis using "in-use" models, it has chosen the worst case scenario of alternative fuel, slanted instead to favor diesel. Specifically, UCS question Muni's conclusions on reliability, immediacy, toxic air contaminants, and even its cost analysis.

Over half of the transit districts in California have chosen to convert bus fleets to alternative fuel. Sacramento, for one, has experienced very positive feedback from its riders who are naturally more attracted to riding clean buses over dirty diesel buses. As for performance, these buses have been shown to hold up even in Vancouver, similar to San Francisco's hilly geography. Despite Muni staff's argument that the city could not contract for CNG any faster than 3-4 years required for the contract proposal, other cities have reported a much quicker turnaround

Continued on page 7

# RM Studies Muni Expansion

*Daniel Krause has the latest on our Service Expansion Committee, which is preparing recommendations for Muni's planners in early 2001.*

The small group of people that have been meeting once a month over the last few months have begun the process of formulating a plan for Muni expansion and service improvements. The Committee hopes to create a recommendation plan in the form of a report that can be presented to the entire organization. Eventually we will present a final plan to general public in an effort to promote expansion and service improvement projects.

There will be three components to the recommendation plan:

1. Vision of the "Ideal Muni"
2. Short-Term Priorities
3. Funding Recommendations

*Vision of the "Ideal Muni"*: This is the fun part of the committee's task. We get to sit around a table and think up the "Ideal Muni" without funding constraints. We feel this process is a first crucial step to creating a superior transit system for San Francisco and its regional connections. Without a bold vision that allows the public to see the light at the end of Muni tunnel, it will be difficult to gain enough support for investing in a massive expansion program. This process has already resulted in creation of a proposed future rail system map for San Francisco. This will be complimented by another map for an improved bus system as well as a list of recommendations for increasing the capacity of the existing system.

*Short-Term Priorities*: Alas, we cannot just instantly make our ideal Muni appear.

But we can prioritize components of the overall vision that can be implemented in the relatively near future. The report will recommend what projects should be advocated for now and strategies will be developed on how to obtain public and political support as well as funding.

*Funding Recommendation*: The recommendation plan will also have a specific section on funding, the largest constraint facing transit in America. The recommendation plan will balance realistic funding expectations based on today's funding structure with the advocacy of brand new funding sources. We believe the Bay Area has shown a willingness to invest more in transit and less on old solutions that rely on roadway expansion. Just this November, two large sales tax measures supporting transit improvements were past by the voters of Alameda and Santa Clara counties, both by over a 2/3 majority. There is also a new emphasis on Smart Growth in America which is very supportive of transit. We feel now the time is right to push for additional funding sources for transit in San Francisco.

*Everyone interested in participating in this ongoing process should attend the Service Expansion Committee, which meets once a month. The dates of the meetings can be found on the Rescue Muni website, or in the Calendar at the end of this Transfer. The next meeting is scheduled for Thursday, January 25, at 6:30 pm at SPUR (312 Sutter). ★*

## How's Muni Doing?

*Find out by participating in the 2001 Muni Riders' Survey. Forms enclosed.*

# Double Parking = Double Fine

*Joan Downey explains how the city is moving the buses faster.*

In the spirit of the City's Transit First policy, RM member and Supervisor Gavin Newsom sponsored legislation to double fines for double parked vehicles in areas around the city where illegal double-parking impedes Muni. The 1000 signs started going up in November and enforcement will start as soon as all signs are up.

These streets have been legislated as Double Parking / Double Fine zones:

- ◆ 9<sup>th</sup> Ave - Lincoln to Judah
- ◆ 16<sup>th</sup> St - Folsom to Guerrero
- ◆ 24<sup>th</sup> St - Valencia to Potrero
- ◆ 24<sup>th</sup> St - Church to Castro
- ◆ Chestnut St - Divisadero to Fillmore
- ◆ Clement St - Arguello to 12<sup>th</sup> Ave
- ◆ Clay St - Davis to Drumm
- ◆ Clay St - Stockton to Kearny
- ◆ Fillmore St - Sutter to Pacific
- ◆ Geary Blvd - Market to Van Ness

- ◆ Geary Blvd - 14<sup>th</sup> Ave to 27<sup>th</sup> Ave
- ◆ Haight St - Scott to Webster
- ◆ Haight St - Stanyan to Masonic
- ◆ Irving St - 7<sup>th</sup> Ave to 9<sup>th</sup> Ave
- ◆ Mission St - Santa Rosa to Geneva
- ◆ Mission St - Duboce to Cortland

- ◆ Polk St - Eddy to Union
- ◆ Sacramento St - Drumm to Stockton
- ◆ Stockton St - Columbus to Sacramento
- ◆ Union St - Van Ness to Steiner

DPT wants to know how the program is working. Tell RM your experience (include the cross streets) in a note (PO Box 190966 SF 94119-0966) or email (transit1@rescuemuni.org)

– we'll compile the results, send them to DPT, and report them in the *Transfer*.

Are there other streets that you'd like to see added to the Double Parking / Double Fine zones? Let RM know and we'll pass on the information to Supervisor Newsom. ★



## PUNI the book

**Wash that Muni rage right outta your hair!** It's cheaper than therapy. Need a late gift for someone you love (or hate)? Send a copy to Willie Brown!

Paperback, full color cover, includes 82 classic Puni strips, character bios, and Puni bus lines. Also includes the unreleased APOCALYPSE MUNI saga, a parody of Francis Ford Coppola's Apocalypse Now.

Send \$12 to: (U.S. check or money order only)  
**Dan Siegler, P.O. Box 193-556, SF, CA 94119**  
 For more information, see <http://www.sfweekly.com/specialprojects/punibook/punibook.html>

# Report Traffic Violations

What to do when a bus runs a red light? *Susan Vaughns* has the answer.

As of mid-2000, the number of motor vehicles in San Francisco had increased by 29,028 since January 1996, all but six of that increase being passenger vehicles. The crush of cars in San Francisco has made being a pedestrian a very dangerous proposition - with an alarming percentage of pedestrian accidents involving Muni vehicles. Though I find most Muni operators to be polite and caring people, they demonstrate the same contradiction in their driving habits that operators of privately owned vehicles demonstrate - in other words, adrenaline levels can rise and safety can go out the window. And though I consider Muni my friend - I am, after all, dependent on Muni to get me around - if I, if we, want people to make the transition from car dependency to public transit, we must expect Muni to offer the best - timely, frequent and safe service.

In May I started documenting incidences of unsafe and illegal driving practices on the part of Muni drivers and sending letters that outline these incidences to Muni. Needless to say, Muni buses make up a very small percentage of the vehicles on the streets of San Francisco, but it is much easier to document the reckless driving incidences of Muni drivers than to do so for the operators of passenger vehicles. And it's important for more people to be doing this. Here's what you do:

1. Carry a small notebook and something to write with at all times.
2. When you get on a bus, note the date, time and location in your notebook.

3. Very important: note the vehicle number (above the driver to the right, on the wall separating the driver from the body of the bus and on the rear wall of the bus).

4. Be alert as the bus approaches intersections. This is when I note most red-light running and buses that stop to discharge and pick up passengers and then proceed into yellow lights that immediately turn red.

5. Write a letter that documents these violations and send it to:

Maria Williams  
Muni Passenger Service  
949 Presidio  
San Francisco, CA 94115

Muni Passenger services does not investigate every incident, but I have attended a hearing regarding a time when a northbound 44 bus on Laguna Honda pulled into an intersection in which the light was already red and then made a left turn onto Lawton. I also sometimes send copies of these letters to members of the Board of Supervisors.

Once, a Muni investigator also called me to verify some information and said he wished more people were doing what I have begun to do - so Rescue Muni members, get out your notebooks and let the documentation begin! ★



# It Can Only Get Better...

Muni's publishing reliability data now. *Joan Downey* explains what the performance metrics mean - and how far Muni has to go.

In accordance with Prop E, Muni staff presented their first report of System Reliability performance results to the MTA on November 21. The measurements were made in the first quarter of FY2000-2001 (Fiscal Year 2000-2001 is July, August, September, 2000).

**On-Time Performance:** Percent of vehicles that run on time (no more than one minute early or four minutes late) according to the published schedules.

The system wide number would be increased to 55% if Cable Cars are excluded. ATCS performance, that is the LRVs in the tunnel, is 84%. The best performing lines that were measured are the 24 Divisadero (70%), 2 Clement (69%), 5 Fulton (69%), 1 California (68%) and 22 Fillmore (68%).

<b>FY2001 Goal</b>	<b>65%</b>
<b>Systemwide</b>	<b>50%</b>
LRV	43%
Cable Car	18%
Trolley	62%
Diesel	59%

**Service Delivery:** Percent of scheduled service hours that are delivered and the percentage of scheduled vehicles that begin service at the scheduled time. This measures service hours through available operators and available equipment.

<b>FY2001 Goal</b>	<b>96.5%</b>
<b>Systemwide</b>	<b>94.1%</b>
LRV	92.6%
Cable Car	90.5%
Trolley	96.4%
Diesel	93.2%

**Level of Crowding:** Peak period passenger load factors: the combined seating and standing capacity.

The 5 LRV lines were measured in July and September; in July the range was 63% (J) to 90% (N); but in September, all LRV lines were over 100% with the L-Terrible at 120%. Both the 1 California and 30

Stockton trolley lines measured over 100%. The only Diesels that were measured that came in over the standard were the 9 San Bruno at 96% and the 38L Geary at 87%.

<b>FY2001 Goal</b>	<b>&lt;85%</b>
<b>Systemwide</b>	<b>85%</b>
LRV	95%
Cable Car	93%
Trolley	76%
Diesel	74%

**Headway** (the time between vehicles): Percent of time routes operate within 30% or 10 minutes (whichever is less) of the scheduled headway. The lines closest to meeting the goal were the 2 Clement at 70% and 4 Sutter at 72%.

<b>FY2001 Goal</b>	<b>80%</b>
<b>Systemwide</b>	<b>48%</b>
LRV	56%
Cable Car	30%
Trolley	51%
Diesel	56%

**Availability:** Percent of vehicle availability and reliability (mean distance between failure). Looks like the mechanics are doing a good job!

<b>FY2001 Goal</b>	<b>98.5%</b>
<b>System Wide</b>	<b>99.1%</b>
LRV	97.1%
Cable Car	100%
Trolley	99.7%
Diesel	99.5%

**Unscheduled absences:** Percent reduction in time not scheduled in advance including sick pay, AWOL, Worker's Comp, SDI, and assault.

	<b>Goal</b>	<b>FYTD</b>
Maintenance	7.6%	7.7%
Transportation	12.7%	14.5%
Administration	5%	5.3%

These data are available from Muni's web site. See <http://www.sfmuni.com/rider/> Page 5 mt001121.htm for the full report. ★

**Clean Diesel** continued from page 3 projected that the diesel buses will be using a low-sulfur diesel fuel, with new diesel engine standards being established by January 2004. Over this same period, emissions will be slightly higher with diesel than with alternative fuel. However, there are additional reasons to choose diesel, now, starting with service reliability and cost savings.

Muni has a pre-existing contract option, which it must exercise by January 31, to purchase up to **175 clean diesel buses** (151 standard and 24 articulated). It should be noted that articulated buses are not even available in an alternative fuel model. If Muni allows this option to expire, it will have to begin a new procurement process for any future bus purchases, which typically takes three to four years.

Further, if Muni takes a chance on the alternative fuel technology, it would require an additional \$16-22 million in capital costs in just the first five years, along with \$3 million per year in increased operating costs. Although some users of compressed natural gas buses claim to be saving between 18-19 cents per mile on fueling costs, this saving would likely be insufficient to offset the capital costs. The projected savings may also be less since natural gas costs have tripled during the past year, catching up with the price of diesel. Because so many in the East Coast have converted to natural gas to heat their homes, the supply of natural gas has dwindled.

### **When's the bus coming?**

Bay Area schedules are at:

[www.transitinfo.org](http://www.transitinfo.org)

Muni info: [www.sfmuni.com](http://www.sfmuni.com)

Finally, Muni must consider the physical limitations of compressed natural gas (CNG) technology, which might have a negative impact on service delivery. Because the compressed natural gas tanks are heavier, converting Muni's San Francisco fleet to CNG may not be practical. Specifically, Muni buses may be inhibited in navigating the hills that most San Francisco routes demand. Reportedly, ramp vans from the City's paratransit program, which are heavier because they are equipped to handle wheelchair users, are riddled with service problems attributed to San Francisco's uniquely hilly terrain. Unfortunately, it is cost-prohibitive to buy a small number of buses for the few routes that are reasonably flat. Muni must instead commit to a decision that will work for its entire fleet.

Also listed among physical limitations of the CNG technology, other bus fleets that have committed to alternative fuel report having to fill the tank more often. Given that Muni is now mandated to provide service that adheres to a strict schedule, it would be difficult to modify an already tight schedule to accommodate a need for additional fueling stops. Would this lead to a reduction in service? This would be a real problem for SF transit riders.

Although I am not prepared to discount the use of compressed natural gas for other types of fleets, I am fairly confident that Muni has recommended a wise course of action by continuing to use diesel, with an increasingly cleaner diesel fuel. Compressed natural gas technology will hopefully still be appropriate for taxis, such as Regents Cab Company has begun, police cars, and other light duty City fleet cars. Who knows? It may even be appropriate for Muni at a later date. ★

**CNG** continued from page 3 time, even including building infrastructure. Some transit authorities report a typical timeline of two years, with Washington, DC's WMATA expecting to build a CNG infrastructure and have buses in operation within one year.

With respect to Muni's claim that the toxic air contaminants will be lower under the clean diesel option, Muni's staff may be comparing proverbial apples with oranges. In this case, Muni argues that clean diesel emissions will be lower than compressed natural gas during a fifteen-year time frame, while admitting that particulate matter may be worse. Given that particulate matter is directly linked to asthma and cancer, health advocates such as the American Lung Association and environmental justice leaders who note that diesel buses are more likely to travel through lower class neighborhoods urge a switch to compressed natural gas. Although Muni bases part of its argument on placing filters on the 175 diesel buses it is poised to buy, the filters are not yet ready – the traps have not been certified! Also, the City would not enjoy "clean diesel" for the first couple of years because the technology of low-sulfur diesel is still being developed. Assuming that one goal of policy-makers is to promote healthier air, replacing 175 diesel buses with compressed natural gas buses is reported to be the equivalent of removing 22,000 cars from the streets.

Government has the responsibility to base its decisions on a variety of factors that transcend fiscal concerns: health and environment, for instance. Yet, even from a pure cost analysis, compressed natural gas may actually be

cheaper. This analysis would seem to be contingent on which numbers are used. For instance, in evaluating maintenance costs, Muni relied upon cost data from Los Angeles, one of the worst case scenarios rather than on more optimistic cost data experienced by certain users. Sacramento, for instance, has actually experienced 40% lower fuel and maintenance costs with its CNG fleet. Further, both Los Angeles and Sonoma County report a mileage range of 450 miles using CNG: this is in contrast to Muni's assertion that these buses typically have a range of 250 miles. If "in-use" data proves to be accurate, there is no reason why Muni would have to make additional stops for refueling, at a projected cost of \$1.2 million because a 450 mile range is exactly equal to what diesel buses now experience.

Towards the end of January, the San Francisco Board of Supervisors face the unenviable task of deciding whether to accept the recommendation forwarded by Muni staff to purchase 175 diesel buses or to force Muni to accept the alternative fuel option. Although choosing to purchase 175 diesel buses without a smaller trial first run seems risky, perhaps the Board should do so. According to advocates, it would cost the same to compromise by purchasing half CNG and half diesel. Besides, committing to an entire 175-bus order would place pressure on Muni to make the CNG option viable. In any event, this decision is complex; and, the City would be in a very different position today if it had begun a smaller pilot project of CNG buses at least four years ago, when this issue first surfaced. I am just grateful that I do not have to make this very difficult choice! ★

# Feb. 2001 Muni Riders' Survey



Place  
Stamp  
Here

Is Municipal Railway service getting better or worse?

Help us find out.

RESCUE MUNI, the San Francisco transit riders' association, is conducting its 5th annual **Muni Riders' Survey** throughout February 2001.

We will be measuring on time performance by a simple yardstick:

**did you, the rider, wait too long?**

To take part, simply fill out this form for the buses and streetcars you take **throughout February**. If you need more forms, just give us a call.

**Questions?**

Call **415 273 1558**

or see [www.rescuemuni.org](http://www.rescuemuni.org).

How to fill out the survey form

**Every time you take Muni in February 2001,** fill out a line on the reverse side of this page.

Please record:

- *route*
  - *date*
  - *stop location and direction*
  - *the **exact time** you arrived*  
*(please note am/pm or use 24 hour time)*
  - *the **exact time** Muni arrived*
  - *your destination*
  - *the **exact time** you got there*
  - *if the vehicle is **clean** (yes or no)*
  - *crowding*  
*(1=empty, 3=standing room only, 5=packed)*
  - *and your comments.*
- (Note the example on reverse side.)*

**Submit your survey** to the address at right, or on our Web site: [www.rescuemuni.org](http://www.rescuemuni.org).

Thanks!

**RESCUE MUNI**  
Attn: 2001 Muni Riders' Survey  
P.O. Box 190966  
San Francisco, CA 94119-0966

Four vertical lines for stamp placement.

# 2001 Muni Riders' Survey

February 2001

#	route	date	stop location	direction	time you arrived at stop	time vehicle arrived	destination	time you got there	clean?	crowding	comments
0	J	2/6/01	24/Church	In	8:15 <input type="radio"/> am <input type="radio"/> pm	8:24 <input type="radio"/> am <input type="radio"/> pm	Embarcadero	8:58 <input type="radio"/> am <input type="radio"/> pm	<input checked="" type="radio"/> Y <input type="radio"/> N	1 2 3 <input checked="" type="radio"/> 4 5	Example
1					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
2					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
3					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
4					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
5					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
6					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
7					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
8					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
9					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
10					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
11					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
12					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
13					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
14					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
15					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
16					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
17					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
18					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
19					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	
20					am/pm	am/pm		am/pm	Y N	1 2 3 4 5	

Please mail in, or submit on our web site, [www.rescuemuni.org](http://www.rescuemuni.org), by March 6, 2001. **THANK YOU!**

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I can help on the Riders' Survey project.