

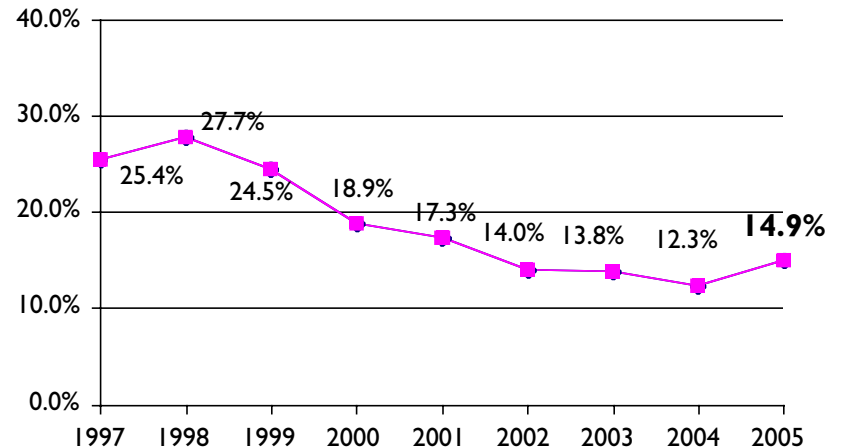
RESCUE MUNI

Transfer

No. 23,
Fall 2005

Rescue Muni's 2005 Riders' Survey Results

% of riders delayed



See inside for full article and lots of charts.

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RESCUE MUNI

P.O. Box 190966
San Francisco, CA 94119-0966
415-273-1558 • www.rescuemuni.org

Winter 2005
Transfer
The Newsletter of
RESCUE MUNI
2005 Riders'
Survey Results
Updates on Geary BRT
and Central Subway
Muni's New Director

RETURN SERVICE REQUESTED

Place
Stamp
Here

2005 Riders' Survey Results

By Andrew Sullivan, Chair of Rescue Muni's Steering Committee

In April 2005, Rescue Muni conducted its annual survey of Municipal Railway service reliability. This survey is done from the rider's perspective and attempts to show the chances that an individual rider will be delayed or on an overcrowded or dirty bus or streetcar. Unfortunately, 2005 saw Muni's first worsening in service quality in seven years, with 14.9% of riders delayed, up from 12.3% in 2004, but still much improved from Muni's nadir in 1998.

In 2005, volunteers submitted data for 1481 rides on Muni during the month of April. (1,356 were taken by volunteers riding the bus; the remaining 125 were vehicles observed going by a fixed point by volunteers.) Volunteers also recorded direction, destination, time of arrival, crowding, and cleanliness.

Our volunteers found that riders were delayed 14.9% of the time, substantially worse than 2004's score of 12.3% delayed, but still representing a major improvement over the worst years of 1997-99. Since the "Metro Meltdown" year of 1998, delays were cut by well over half before worsening this year. However, riders' average experience actually improved as measured as a percentage of advertised headway; this waiting time also declined to 58% of posted frequency (ideal is 50%); this also reflects improved reliability. This year, service worsened for most modes over 2004, particularly Muni Metro service which went from 10% to 19% of riders delayed.

Other metrics were mixed this year. Systemwide cleanliness improved this year from 79% to 85% clean, with all modes improving except trolley coach and limited-stop buses. Average

Transfer

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

Hotline: **415-273-1558**

www.rescuemuni.org
transitl@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. **Credit Cards are now accepted!**

Name:

Address:

Phone:

Fax:

Email:

Muni lines you ride:

riders in your household:

I would like to volunteer! Y N

Note: Memberships at \$50 and above will receive a free Rescue Muni T-Shirt!

Membership category:

\$5 Student / Limited Income

\$25 Basic

\$50 Sustaining/Household

\$100 Contributing

\$250 Patron

\$500 Transit Champion

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: _____

Steering/Executive Committee

Chair: Andrew Sullivan

Vice-Chair: Daniel Murphy

Membership Sec'y: Daniel Murphy

Recording Sec'y: Howard Strassner

Corresponding Sec'y: Eric Carlson

Treasurer: Dan Krause

Other Members: David Pilpel, David Vasquez, Joan Downey, Richard Mlynarik.

Standing Committees

Muni Metro: Currently not meeting.

Please call or e-mail the committee chair, Howard Strassner for schedule of future meetings (415-661-8786, ruthow@juno.com).

Service Expansion:

Discusses ways Muni can add service.

Meets first Wednesday of each month at SPUR, 6:30 PM (see calendar at left) To confirm meeting schedule, please contact committee chair, Dan Krause (415-826-1219 or at dankrause@rescuemuni.org).

Membership/Fundraising:

Active but no set meeting schedule. Contact the committee chair, Daniel Murphy for future meeting times (665-4074, daniel@well.com).

Form a committee! 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, Rescue Muni's policy-making body.

RESCUE MUNI Calendar

Mark your calendar now for these events! Updates are on www.rescuemuni.org.

<u>date</u>	<u>event</u>	<u>location</u>
JANUARY 2006		
1/3, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
1/5, 5:30PM	MTA Citizens' Advisory Council	1 South Van Ness Room 3074
1/9, 7:00PM	RM Executive & Steering Committees	SPUR, 5th Floor
1/17, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
1/26, 6:00PM	TA's Geary Corridor Transit Study CAC	100 Van Ness, 25th Floor
RM Service Expansion Committee - To Be Determined		

FEBRUARY 2006		
2/2, 5:30PM	MTA Citizens' Advisory Council	1 South Van Ness Room 3074
2/7, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
2/13, 6:00PM	RM Executive & Steering Committees	SPUR, 5th Floor
2/21, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
2/23, 6:00PM	TA's Geary Corridor Transit Study CAC	100 Van Ness, 25th Floor
RM Service Expansion Committee - To Be Determined		

MARCH 2006		
3/2, 5:30PM	MTA Citizens' Advisory Council	1 South Van Ness Room 3074
3/7, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
3/13, 6:00PM	RM Executive & Steering Committees	SPUR
3/21, 2:00PM	Municipal Transportation Agency Board	City Hall, Rm. 400
3/23, 6:00PM	TA's Geary Corridor Transit Study CAC	100 Van Ness, 25th Floor
RM Service Expansion Committee - To Be Determined		

Note: General Meeting to be scheduled sometime in March.

NOTE: All dates, times & locations for meetings are subject to change. Check Muni, San Francisco County Transportation Authority, and Rescue Muni websites for confirmation of schedules.

crowding worsened for the third straight year, with an average crowding level of 3.0 on a scale of 1 to 5, up from 2.8 last year and 2.7 the year before. Perhaps as a function of the improving economy, but more likely due to recent service cuts, crowding is the worst it has been since we have recorded it beginning in 1999.

The best lines in this year's survey with at least 25 responses for ontime performance were the 6-Parnassus, 49-Van Ness/Mission, 21-Hayes, 44-O'Shaughnessy, and 47-Van Ness. All of these got "A" grades with fewer than 10% of riders delayed. In all, 9 lines with sufficient data (min. 15 responses) were graded "A," down from 13 last year.

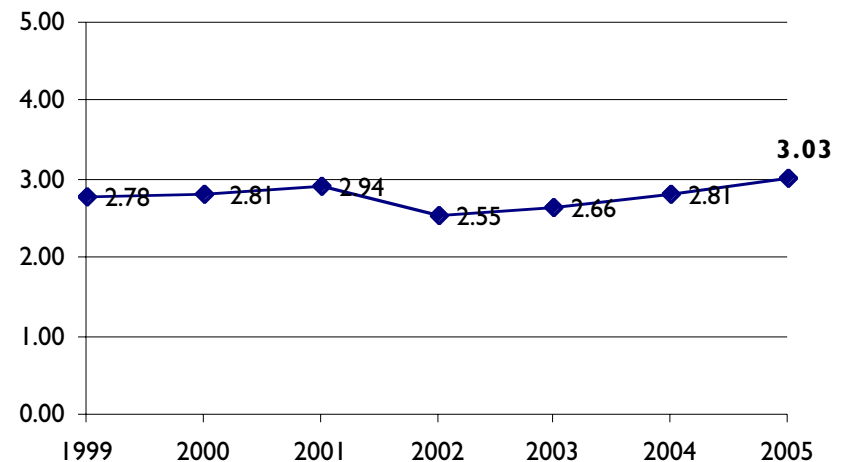
Lines that performed poorly this year included the 24-Divisadero, graded "F" with 42% of riders delayed, and the J-Church, graded "C" with 29% of riders

delayed. Seven lines were graded "C", including the I-California, F-Market, and K-Ingleside lines. Although this is a big improvement from the days when many of Muni's major lines were graded "D" or "F," this is a worsening in service quality from last year.

The worsening in service quality this year is most likely a function of continued service cuts, as well as an increase in ridership as well as auto traffic with the recovering economy. However, it's not sufficient to blame these outside factors for losses in service reliability. Proposition E set a standard of 85% on-time service in 1999, and although Muni has improved substantially since its passage, service reliability has leveled off at approximately 70% on-time over the past several years. Major improvements in Muni's street

(continue on page 4)

Average crowding



Note: 1=Least Crowding; 5=Most Severe Crowding

Riders' Survey Results Article (Cont.)

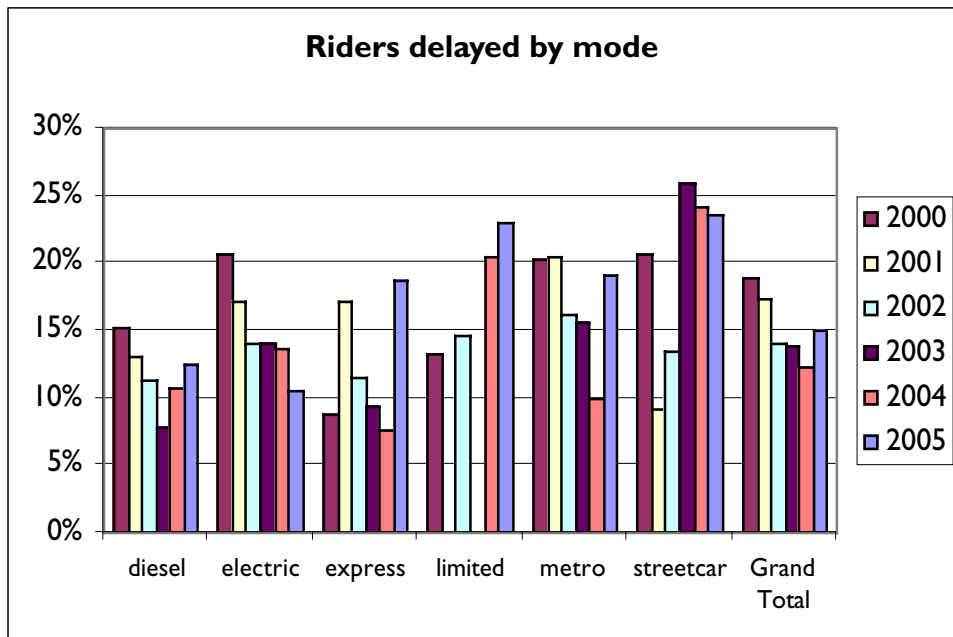
infrastructure including expanded bus lanes and signal pre-empts, along with better supervision and dispatching, are needed for Muni to meet the 85% on-time number.

This year, volunteer participation in the survey was up substantially, with 1481 total responses, up from 1234 in 2004. However, participation was

still not at the levels experienced in the late 1990s, and as a result, these data are not as reliable as those from previous years. Rescue Muni needs your help in 2006 to make the survey more accurate and useful for Muni riders and service planners! Please email us at transit1@rescuemuni.org if you'd like to participate in 2006.

2005 Riders' Survey Results - Other Charts and Matrix

Created by Andrew Sullivan

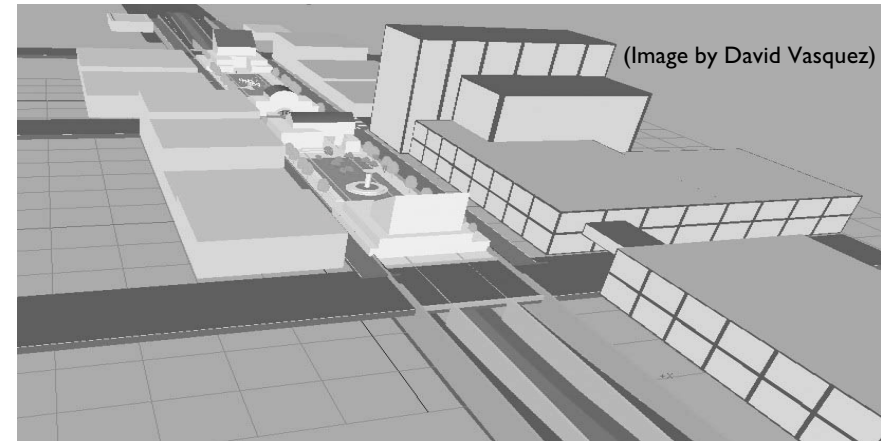


Diesel bus, express, and Muni Metro got worse this year. Streetcar and electric (trolley coach) service improved.

opportunities over the street, similar to the buildings over the entrance to the east portal to the Broadway tunnel. See image below for an illustration of this concept.

We are not as confident about the direction of the Fillmore designs as

there is significant support at the SFCTA and the Planning Department to fill in the existing trench, bringing all traffic to the surface and eliminate the opportunity for a plaza, grade separations and a subway station.



Rescue Muni recently proposed a two-block plaza by first grade separating transit and cars under webster, fillmore & steiner and then decking over the blocks, speeding transit and helping to tie the neighborhood back together.

Muni Hires New Director

By Andrew Sullivan, Chair of Rescue Muni's Steering Committee

This summer, MTA Executive Director Michael Burns decided to leave Muni after six years to become Executive Director of the Santa Clara Valley Transportation Authority (VTA). Following Burns' departure, Muni began a national search for a new director of transportation. In December, the MTA board selected **Nathaniel Ford**, General Manager of the Metropolitan Atlanta Rapid Transit Authority (MARTA) as the new Executive Director. Mr. Ford will take over from interim director Stuart Sunshine in January.

As director of MARTA, Mr. Ford led a "back to basics" campaign focusing on service reliability, system maintenance, and cleanliness over service expansion, while facing major operating deficits. (Unlike Muni, MARTA operates a BART-like regional heavy rail system as well as a regional bus system.) He also dealt with difficult financial problems similar to those plaguing Muni.

Mr. Ford previously worked at BART as acting chief transportation manager. He began his career as an operator with the New York City Subway.

Service Expansion Update

By Dan Krause, Managing Director, Rescue Muni

Central Subway:

Muni's has suspended its work on a Supplemental Environmental Impact Report (SEIR) for the Central Subway due to ballooning costs with the 4th Street alignment. They had begun the SEIR because of the alignment change from the 3rd Street to 4th Street. Muni had switched to the 4th Street alignment in response to Rescue Muni's position in favor of 4th Street as well as general support in the community for the new alignment. Muni also believed that switching to 4th Street would lower the cost of the project. Unfortunately, Muni's assumptions for a cheaper project have not panned out. Due to the fact the 4th Street alignment will utilize deep bore tunneling machines, the stations will be quite deep. Therefore, the cost of the stations have exploded due to the infrastructure required (i.e. escalators, elevators, stairs) to bring people up to the surface from such deep stations. Now the project's budget is far too high to afford, unless other funding sources are found. Muni is now going back to look conceptually at the project, considering all options, including surface operations all the way to Chinatown. These developments are disheartening to Rescue Muni, as we had won a significant victory in the alignment change. Rescue Muni's Service Expansion Committee will meet in January to discuss how to position the organization during this re-examination period. For example, we may consider a shallow crossing under Market between 4th and

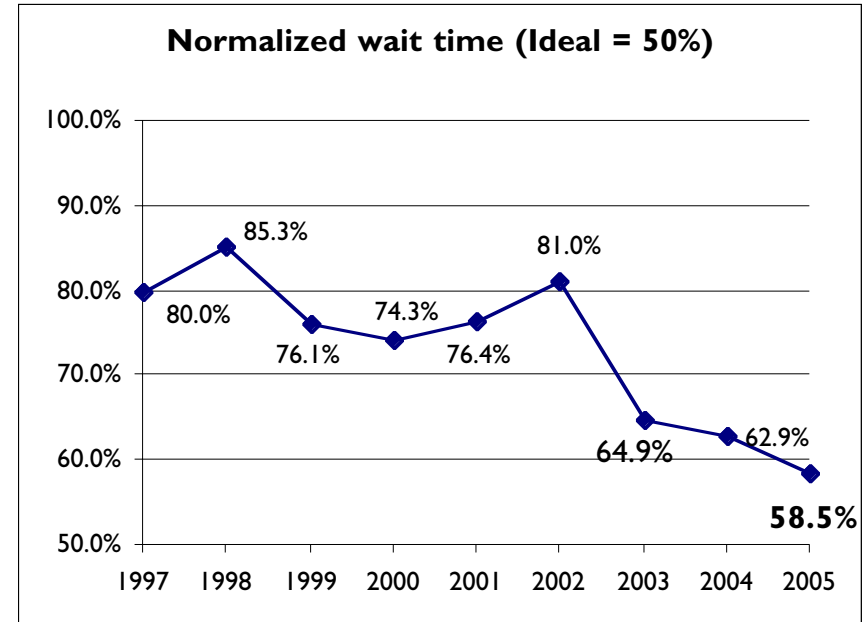
Stockton. We will keep you posted on the developments of this project.

Geary Bus Rapid Transit and Rail:

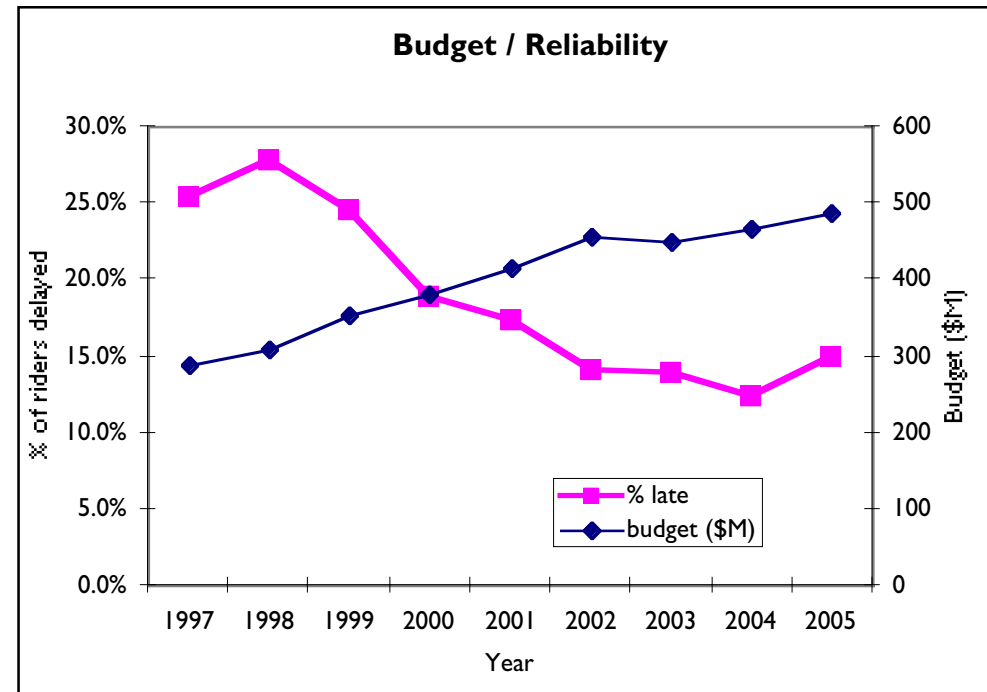
Rescue Muni has been very active in the design development of the bus rapid transit (BRT) along Geary Blvd. We have been in discussions with the San Francisco County Transportation Authority (SFCTA) regarding the key design elements of the project. In recent months, the focus has been on what to do with the intersections at Masonic and Fillmore. In early December, the SFCTA hosted five community workshops, where they presented some preliminary designs for the two intersections. Please visit the following link to review the details of the options presented.

<http://www.sfcta.org/geary.htm>

Rescue Muni's preferred design at Masonic, previously described in the Winter 2005 edition of the Transfer, is under serious consideration. In this option, the current automobile tunnel under Masonic is taken over for BRT, with side platforms. We will continue to push for this option. As for Fillmore, Rescue Muni's focus is on making sure whatever design is implemented, it can accommodate future grade separations for transit under Webster and Steiner. We also have been studying the possibility of decking over Geary between Webster and Steiner (assuming the grade separations happen), to create a plaza and possibly creating development



Normalized waiting time declined again this year. This metric is designed to measure waiting time as a percentage of posted frequency. Ideal is 50%, because on average the user waits 1/2 posted waiting time if the bus is never delayed. This year's 58.5% is the best score yet, and a major improvement over previous years.



Since 1998, as the Muni budget as grown, reliability has improved - until this year.

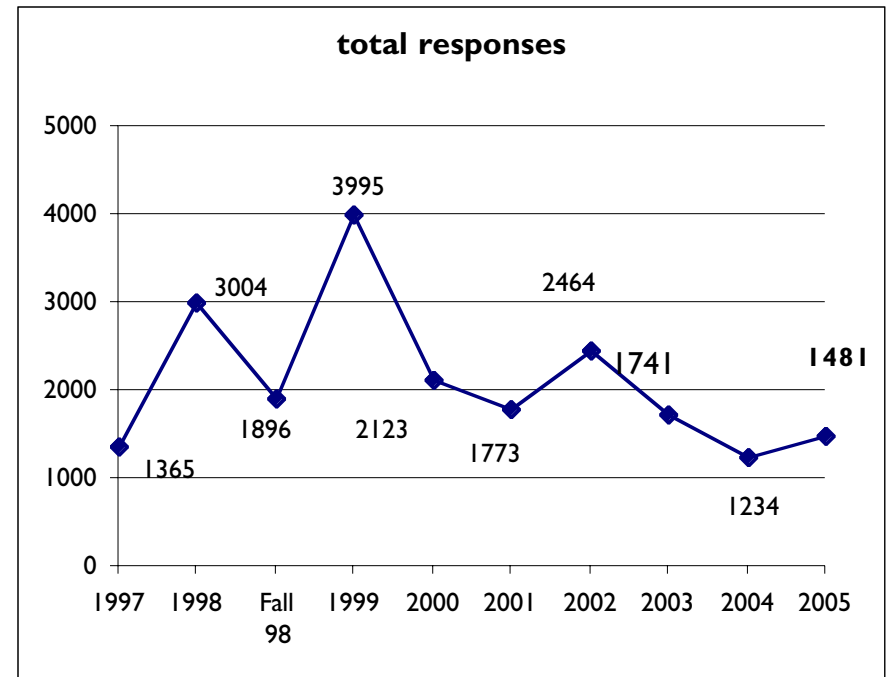
2005 Riders' Survey Results by Line

route	Total resps	% late	Grade	* Avg wait	Norm wait	avg crowd	% clean	2004 % late
1	58	26%	C	0:03	76%	3.87	92%	13%
5	121	7%	A	0:03	49%	2.75	96%	10%
6	20	0%	A	0:02	28%	1.58	72%	5%
14	38	11%	B	0:03	51%	2.75	73%	30%
21	56	2%	A	0:04	32%	2.53	84%	19%
22	47	17%	B	0:04	51%	2.66	76%	12%
24	33	42%	F	0:08	88%	2.31	93%	16%
38	22	23%	C	0:06	104%	3.13	92%	7%
43	49	6%	A	0:05	47%	2.59	77%	15%
44	32	3%	A	0:07	50%	2.94	83%	18%
45	23	4%	A	0:02	29%	2.43	87%	9%
47	48	4%	A	0:02	34%	3.03	50%	9%
49	54	0%	A	0:02	26%	2.81	61%	8%
30X	47	19%	B	0:04	74%	3.49	96%	14%
F	17	24%	C	0:05	67%	3.06	94%	24%
J	51	29%	C	0:09	80%	2.94	85%	18%
JKLMN	53	13%	B	0:01	53%	2.98	77%	3%
K	38	21%	C	0:07	62%	3.82	89%	23%
KLM	162	21%	C	0:03	78%	3.68	86%	8%
L	21	10%	A	0:04	48%	3.62	58%	5%
M	19	26%	C	0:18	100%	3.14	100%	33%
N	276	17%	B	0:05	61%	3.43	90%	9%
4	10	10%	A	* 0:05	52%	2.20	100%	0%
7	13	0%	A	* 0:02	22%	2.46	100%	1%
26	10	10%	A	* 0:08	46%	1.90	90%	14%
27	11	36%	D	* 0:11	86%	2.27	91%	33%
30	12	8%	A	* 0:02	32%	2.30	78%	4%
31	13	15%	B	* 0:09	73%	1.58	58%	0%
71	13	0%	A	* 0:04	39%	2.15	85%	9%
38L	12	25%	C	* 0:05	75%	3.70	89%	25%
Total	1481	14.92%	B	0:05	58%	3.03	85%	12%

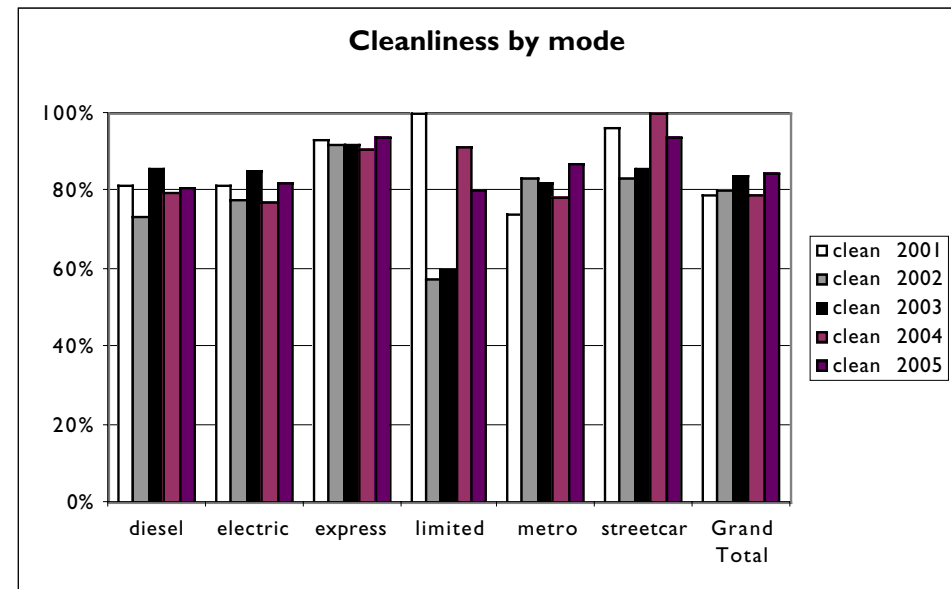
Above are detailed results for all lines with 10 responses or more. The * refers to lines with fewer than 15 total responses (data for these will be less reliable).

Rescue Muni Needs Your Help for the 2006 Survey!

We have an urgent need for a **Survey Coordinator** as well as volunteers to run the 2006 Muni Riders' Survey. If you're interested in measuring Muni service reliability and keeping the system accountable, email us at survey@rescuemuni.org to sign up.



Total responses were up this year, but not back to the levels of earlier years.



Cleanliness improved systemwide but worsened on limited and streetcar.