



**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, NOVEMBER 15, 2012**

**1. RUNS PULLED OUT- IN SERVICE**

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	1,233	98.0%	8	17	31

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	115	1%
<b>F LINE</b>	24	36	50%
<b>CABLE CAR</b>	27	31	15%
<b>WOODS</b>	164	173	5%
<b>KIRKLAND</b>	113	131	16%
<b>FLYNN</b>	103	112	9%
<b>POTRERO 40'</b>	49	53	8%
<b>POTRERO 60'</b>	42	50	19%
<b>PRESIDIO</b>	121	146	21%
<b>TOTAL</b>	<b>757</b>	<b>847</b>	<b>12%</b>



### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Cable Car</b>	<b>123</b>	<b>26</b>	<b>0</b>	<b>8</b>	<b>18</b>	<b>0</b>
<b>Flynn</b>	<b>196</b>	<b>30</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>1</b>
<b>Green</b>	<b>223</b>	<b>38</b>	<b>17</b>	<b>11</b>	<b>8</b>	<b>2</b>
<b>Kirkland</b>	<b>200</b>	<b>37</b>	<b>16</b>	<b>10</b>	<b>10</b>	<b>1</b>
<b>Potrero</b>	<b>216</b>	<b>41</b>	<b>17</b>	<b>10</b>	<b>13</b>	<b>1</b>
<b>Presidio</b>	<b>202</b>	<b>24</b>	<b>14</b>	<b>4</b>	<b>5</b>	<b>1</b>
<b>Woods</b>	<b>365</b>	<b>49</b>	<b>13</b>	<b>15</b>	<b>20</b>	<b>1</b>
<b>TOTAL</b>	<b>1,525</b>	<b>245</b>	<b>88</b>	<b>67</b>	<b>83</b>	<b>7</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
01:48 11/15/12	264	94	8172	4 STREET & TOWNSEND (OB)	WHEELCHAIR PASSENGER REFUSE TO GET OFF THE COACH	01:48	02:05
					1259576		
08:42 11/15/12	37	30	5506	TOWNSEND & 4TH ST (OB)	OPERATOR	08:42	09:35
					1259603		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
09:44 11/15/12			2833	3RD ST & 22ND ST (IB,NB)	ACCIDENT COACH & PARKED AUTO, NO INJURIES	09:44	10:36
			<b>1259629</b>	INSP L DAVIS CLEARED. NO DAMAGE TO COACH. MINOR DAMAGE TO LEFT MIRROR OF AUTO. NO OP 799. CLAIMS A645*. SYSTEM SAFETY*. <b>VEH DELAY: 00:52</b>			
11:44 11/15/12	8	KT	1456	EMBARACADERO & HARRISON (OB)	ACCIDENT LRV & AUTO	11:44 <b>11:44</b>	12:38 <b>11:48</b>
			<b>1259648</b>	LRV MOVE TO SIDE TRACK ON EMBARACADERO & FOLSOM FOR INTERVIEW, LSGP*, SYSTEM SAFETY*, INSP PINTO, NO 799, 4S50, N/R SI GREEN N/R [EOR 12:15] <b>VEH DELAY: 00:31 LINE DELAY: 00:04</b>			
12:38 11/15/12	368	24	5461	JACKSON STREET & WEBSTER STREET (OB)	UNATTENDED PACKAGE	12:38	13:16
			<b>1259619</b>	INSP. LUM (UNIT #3), SFPD UNIT #3E4A, NO MERIT IT WAS A BAG OF CLOTHES. <b>VEH DELAY: 00:38</b>			
13:45 11/15/12	48	1	5626	CALIFORNIA STREET & DIVISADERO STREET (IB)	ACCIDENT, COACH AND AUTO (HIT AND RUN)	13:45	14:05
			<b>1259623</b>	INSP. LUM (UNIT #2), SYSTEM SAFETY*, VIDEO*, 6A50* LEFT MESSAGE ON OFFICE PHONE. <b>VEH DELAY: 00:20</b>			
15:38 11/15/12	076	M	1413	BROAD & CAPITOL (IB)	DOOR CLOSED ON SOMEBODY (ALLEGEDLY)	15:33 <b>15:33</b>	16:00 <b>16:00</b>
			<b>1259700</b>	SENIOR STAFF/SYSTEM SAFETY; OPERATOR WAS NOTIFIED BY ANOTHER PATRON ALLEGING THAT A CENTER DOOR CLOSED ON A LADY WHILE ALIGHTING AND FELL. HER PURSE WAS CAUGHT BY THE DOOR. PATRON WAS NOWHERE TO BE FOUND. OPERATOR WAS INTERVIEWED BY INSP C GONZALEZ AND INSTRUCTED TO TURN THE PURSE IN TO LOST & FOUND. ^M^ LINE WAS RE-ROUTED IB OVER THE K LINE FOR THE TIME BEING AND 2 M/C SHUTTLES USED TO COVER THE GAP. CLAIMS* 311 CENTER* VIDEO* <b>VEH DELAY: 00:27 LINE DELAY: 00:27</b>			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
16:24 11/15/12	042	KT	1546	KING ST & 2ND ST (IB)	LRV/VAN ACCIDENT (MINOR)	16:24	16:29
				1259704	SENIOR STAFF/SYSTEM SAFETY; MRU 4S30 & INSP F CADELINA RESPONDED AND ASSISTED. CLAIMS* VIDEO* 311 CENTER* MINOR SCRATCHES TO LRV'S COUPLER; MODERATE DAMAGE TO LEFT REAR OF VAN. NO 799 INVOLVED AND LRV BACK IN SERVICE. <b>VEH DELAY: 00:05 LINE DELAY: 00:05</b>	16:24	16:29
16:26 11/15/12				STANYAN & WALLER	ACCIDENT, LINE TRUCK DROPPED GUIDE WIRE MAKING CONTACT WITH AUTO WINDSHIELD	16:26	17:33
				1259696	SYSTEM SAFETY*, INSP. FONG (UNIT #8), 6A47*. NO 799 <b>VEH DELAY: 01:07</b>		
17:08 11/15/12	321	44	8424	6TH AVENUE & GEARY (IB)	VEHICLE ACCIDENT COACH / FIX OBJECT	17:08	19:03 19:46
				1259726	INSP D. FONG RESP S/SAFETY* CLAIMS 6A47* VIDEO* RESCUE OPERATOR PULLED COACH INTO YARD OPERATOR 799 SI WOODS N/R <b>VEH DELAY: 01:55 LINE DELAY: 02:38</b>		
17:52 11/15/12	719	2	8305	CLEMENT & 10TH AVE (IB)	FALL ALIGHTING (AID REFUSED)	17:52	18:45
				1259703	INSP. CHOWN (UNIT #13), SYSTEM SAFETY*, VIDEO*, 6A47* <b>VEH DELAY: 00:53</b>		
19:04 11/15/12	116	31	5610	BALBOA & PARK PRESIDIO (OB)	ALLEGED ROBBERY (CELL PHONE)	19:04	19:37
				1259725	INSP CHOWN RESP SFPD 3G13D RESP CASE #120-926-845 NO ARREST S/AFETY* CLAIMS 6A47* VIDEO* <b>VEH DELAY: 00:33</b>		
19:29 11/15/12	157	1	5526	CLAY STREET & BATTERY STREET (IB)	ACCIDENT, COACH AND AUTO (HIT AND RUN)	19:29	20:11
				1259734	INSP; ESPINOZA (UNIT #4), SYSTEM SAFETY*, VIDEO*, 6A47*, MINOR DAMAGE TO COACH, NO 799 <b>VEH DELAY: 00:42</b>		
19:29 11/15/12	728	12	8344	FOLSOM & 3RD STREET (IB)	ALLEGED WRECKLESS DRIVING	19:29	20:00
				1259739	INSP T. ALDANA INTERVIEWED OPERATOR NO MERIT PATORN REPORTED FALSE ALLEGATION TO SFPD DUE COACH HAVING MECHANICAL PROBLEMS, SFPD #3B14D RESP NO CASE NUMBER <b>VEH DELAY: 00:31</b>		

## Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
12:24 11/15/12		60		HYDE STREET (IB,OB)	SPLICE	12:24	16:30
		<b>1259655</b>		INSP 8T54 (KWONG, J), 4C55, CABLE MACHINERY, SHOP TRUCK 665 RESP. 8M8*, 311*, 5 SHUTTLES IN PLACE. PAGE SENT OUT. <b>LINE DELAY: 04:06</b>		<b>12:24</b>	
15:38 11/15/12	076	M	1413	BROAD & CAPITOL (IB)	DOOR CLOSED ON SOMEBODY (ALLEGEDLY)	15:33	16:00
		<b>1259700</b>		SENIOR STAFF/SYSTEM SAFETY; OPERATOR WAS NOTIFIED BY ANOTHER PATRON ALLEGING THAT A CENTER DOOR CLOSED ON A LADY WHILE ALIGHTING AND FELL. HER PURSE WAS CAUGHT BY THE DOOR. PATRON WAS NOWHERE TO BE FOUND. OPERATOR WAS INTERVIEWED BY INSP C GONZALEZ AND INSTRUCTED TO TURN THE PURSE IN TO LOST & FOUND. ^M^ LINE WAS RE-ROUTED IB OVER THE K LINE FOR THE TIME BEING AND 2 M/C SHUTTLES USED TO COVER THE GAP. CLAIMS* 311 CENTER* VIDEO* <b>VEH DELAY: 00:27 LINE DELAY: 00:27</b>		<b>15:33</b>	
16:16 11/15/12	178	71	8370	MARKET STREET & 7TH STREET (OB)	COACH (STALLED)	16:17	17:03
		<b>1259697</b>		INSP. ESPINOZA (UNIT #4), SHOP TRUCK #855 REPAIRED <b>VEH DELAY: 00:46 LINE DELAY: 00:38</b>		<b>16:17</b>	
16:19 11/15/12	164	F	1079	MARKET ST & 7TH ST (OB)	BLOCKED BY A DISABLE COACH	16:19	16:55
		<b>1259695</b>		SENIOR STAFF* INSP K WILLIAMS ASSISTED. WOODS SHOP (ROADCALL) CLEARED. LSGP. F LINE WAS SWITCHED BACK OB TO IB @ THE FERRIES. 311 CENTER* <b>VEH DELAY: 00:36 LINE DELAY: 00:36</b>		<b>16:19</b>	
17:03 11/15/12	126	KT	1447	3RD ST & 23RD ST (OB)	NO PROPULSION	17:03	17:27
		<b>1259707</b>		SENIOR STAFF* MRU 4S30 & INSP F CADELINA RESPONDED AND CLEARED. UTILIZING 102 K/T 1501 FOR RESCUE. 1 M/C SHUTTLE USED. LSGP/ADGP SI METRO EAST 1534 @18:56 <b>VEH DELAY: 01:53 LINE DELAY: 00:24</b>		<b>17:03</b>	

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
17:08 11/15/12	321	44	8424	6TH AVENUE & GEARY (IB)	VEHICLE ACCIDENT COACH / FIX OBJECT	17:08 <b>17:08</b>	19:03 <b>19:46</b>
			<b>1259726</b>	INSP D. FONG RESP S/SAFETY* CLAIMS 6A47* VIDEO* RESCUE OPERATOR PULLED COACH INTO YARD OPERATOR 799 SI WOODS N/R VEH DELAY: 01:55 LINE DELAY: 02:38			