



**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, NOVEMBER 7, 2012**

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

|                        | SCHEDULED | PULLED OUT<br>IN SERVICE | OPEN |    | WORKED<br>ON DAY OFF |
|------------------------|-----------|--------------------------|------|----|----------------------|
|                        |           |                          | AM   | PM |                      |
| <b>SYSTEM<br/>WIDE</b> | 1,233     | 98.1%                    | 10   | 14 | 26                   |

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

|                    | SCHEDULED<br>DEMAND | AVAILABLE  | SPARE RATIO |
|--------------------|---------------------|------------|-------------|
| <b>LRV</b>         | 114                 | 109        | -4%         |
| <b>F LINE</b>      | 24                  | 31         | 29%         |
| <b>CABLE CAR</b>   | 27                  | 28         | 4%          |
| <b>WOODS</b>       | 164                 | 182        | 11%         |
| <b>KIRKLAND</b>    | 113                 | 127        | 12%         |
| <b>FLYNN</b>       | 103                 | 111        | 8%          |
| <b>POTRERO 40'</b> | 49                  | 51         | 4%          |
| <b>POTRERO 60'</b> | 42                  | 46         | 10%         |
| <b>PRESIDIO</b>    | 121                 | 153        | 26%         |
| <b>TOTAL</b>       | <b>757</b>          | <b>838</b> | <b>11%</b>  |



### 3. OPERATORS' ABSENTEEISM

|              | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car    | 120          | 20                | 2         | 2         | 16              | 0             |
| Flynn        | 194          | 31                | 9         | 10        | 12              | 0             |
| Green        | 230          | 42                | 19        | 11        | 10              | 2             |
| Kirkland     | 202          | 37                | 16        | 9         | 11              | 1             |
| Potrero      | 216          | 28                | 9         | 7         | 11              | 1             |
| Presidio     | 206          | 34                | 12        | 10        | 11              | 1             |
| Woods        | 359          | 47                | 13        | 12        | 18              | 4             |
| <b>TOTAL</b> | <b>1,527</b> | <b>239</b>        | <b>80</b> | <b>61</b> | <b>89</b>       | <b>9</b>      |

### 4. ACCIDENTS & DELAYS

#### Accidents

| Time Date         | Run | Line | Vehicle # | Location  | Nature of Occurrence                          | Delay |       |
|-------------------|-----|------|-----------|---|---|-------|-------|
|                   |     |      |           |   | Action Taken                                  | Start | End   |
| 08:48<br>11/07/12 | 124 | 48   | 8447      | 24TH ST &<br>GRANDVIEW (IB)   | ACCIDENT COACH & PARKED<br>AUTO, NO INJURIES. | 08:48 | 09:20 |
|                   |     |      | 1258493   | INSP L DAVIS CLEARED. NO DAMAGE TO COACH. MINOR<br>DAMAGE TO LEFT SIDE OF AUTO. NO OP 799. COACH WAS<br>SENT BACK IN SERVICE. SYSTEM SAFETY*. CLAIMS 6A48*.<br>VIDEO*. VEH DELAY: 00:32 |   |       |       |

| Time Date         | Run | Line | Vehicle #      | Location   | Nature of Occurrence   | Delay                 |                       |
|-------------------|-----|------|----------------|--|--|-----------------------|-----------------------|
|                   |     |      |                |  | Action Taken   | Start                 | End                   |
| 13:55<br>11/07/12 | 799 | 31   | 2819           | WOODS YARD &<br>TRACK 01 (PI,PO)   | FALL ON BOARD - AID REFUSED  | 13:55                 | 16:27                 |
|                   |     |      | <b>1258520</b> | INSPECTOR S. MCARTHUR CLEARED, VIDEO NOT AVAILABLE FOR COACH #2819, SYSTEM SAFETY*, CLAIMS (6A47)*, A. ANDREWS (4M4)*, P. PETERSEN*, DISABLING DAMAGE TO COACH, TRAINEE 799, TRAINER 799. <b>VEH DELAY: 02:32</b>  |  |                       |                       |
| 15:55<br>11/07/12 | 364 | 24   | 5450           | FILLMORE & JACKSON<br>(IB)   | COACH / AUTO ACCIDENT - NO INJURIES REPORTED   | 15:55                 | 17:03                 |
|                   |     |      | <b>1258576</b> | INSPECTOR T. MCQUEEN CLEARED, VIDEO*, SYSTEM SAFETY*, CLAIMS (6A45)*, NO DAMAGE TO COACH, MINOR DAMAGE TO AUTO, NO 799 <b>VEH DELAY: 01:08</b>   |  |                       |                       |
| 17:39<br>11/07/12 | 570 | 38L  | 6235           | OFARRELL & GRANT<br>(IB)   | COACH / TRUCK ACCIDENT - NO INJURIES REPORTED  | 17:39                 | 18:17                 |
|                   |     |      | <b>1258594</b> | INSPECTOR E. TUCKER CLEARED, VIDEO*, SYSTEM SAFETY*, CLAIMS (6A45)*, MINOR DAMAGE TO TRUCK, NO DAMAGE TO COACH, NO 799 <b>VEH DELAY: 00:38</b>   |  |                       |                       |
| 18:29<br>11/07/12 | 180 | F    | 1075           | MARKET STREET<br>BETWEEN LAGUNA &<br>OCTAVIA (IB)  | OPERATOR REPORTS DISABLED<br>AUTO ON THE TRACKWAY  | 18:29<br><b>18:29</b> | 18:47<br><b>18:47</b> |
|                   |     |      | <b>1258608</b> | INSP. 4-T-55B GONZALEZ RESP., 4-S-37 RESP. AND CLEARED, SFPDRESP. <b>VEH DELAY: 00:18 LINE DELAY: 00:18</b>  |  |                       |                       |
| 20:09<br>11/07/12 |     | M;54 |                | BROAD STREET<br>BETWEEN SAN JOSE<br>AVENUE & CAPITOL<br>STREET (IB,OB)   | SFPD DISPATCHER REPORTS<br>STREET CLOSER ALSO AT<br>PLYMOUTH BETWEEN SAGAMORE<br>& MONTANA DUE TO POLICE<br>ACTIVITY | 20:09<br><b>20:09</b> | <b>22:01</b>          |
|                   |     |      | <b>1258631</b> | INSP. 4-T-32B WILLIAMS RESP., 311*, SENIOR STAFF / SAFETY / RAIL / RUBBER TIRE*, RE-ROUTE IN AFFECT FOR M-LINE, LSGP ALL M-LINES S/B O/B TO I/B @ 19TH. AVE. & HOLLOWAY. TWO (2) MOTORCOACH SHUTTLES BRIDGING M-LINE FROM GENEVA AND SAN JOSE TO 19TH. AVE. & HOLLOWAY. 54 LINE RE-ROUTED AROUND AFFECTED AREA OUTBOUND ONLY. FINAL WORD SENT @ 2208 HRS. M-LINES & 54 LINES CLEARED AND BACK TO REGULAR ROUTE. <b>LINE DELAY: 01:52</b> |  |                       |                       |

## Line Delays > 20 Minutes

| Time Date         | Run | Line           | Vehicle # | Location   | Nature of Occurrence   | Delay                 |              |
|-------------------|-----|----------------|-----------|--|--|-----------------------|--------------|
|                   |     |                |           |  | Action Taken   | Start                 | End          |
| 20:09<br>11/07/12 |     | M;54           |           | BROAD STREET BETWEEN SAN JOSE AVENUE & CAPITOL STREET (IB,OB)  | SFPD DISPATCHER REPORTS STREET CLOSER ALSO AT PLYMOUTH BETWEEN SAGAMORE & MONTANA DUE TO POLICE ACTIVITY | 20:09<br><b>20:09</b> | <b>22:01</b> |
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