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**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, JULY 19, 2012**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	<b>1,245</b>	<b>96.3%</b>	<b>19</b>	<b>27</b>	<b>52</b>

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>106</b>	<b>-7%</b>
<b>F LINE</b>	<b>24</b>	<b>25</b>	<b>4%</b>
<b>CABLE CAR</b>	<b>27</b>	<b>27</b>	<b>0%</b>
<b>WOODS</b>	<b>154</b>	<b>170</b>	<b>10%</b>
<b>KIRKLAND</b>	<b>115</b>	<b>123</b>	<b>7%</b>
<b>FLYNN</b>	<b>103</b>	<b>108</b>	<b>5%</b>
<b>POTRERO 40'</b>	<b>49</b>	<b>61</b>	<b>24%</b>
<b>POTRERO 60'</b>	<b>40</b>	<b>46</b>	<b>15%</b>
<b>PRESIDIO</b>	<b>123</b>	<b>136</b>	<b>11%</b>
<b>TOTAL</b>	<b>749</b>	<b>802</b>	<b>7%</b>



### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	122	22	5	5	11	1
Flynn	206	41	9	17	15	0
Green	216	44	18	11	13	2
Kirkland	210	33	10	11	12	0
Potrero	227	36	17	8	9	2
Presidio	213	35	13	12	9	1
Woods	380	54	16	14	23	1
<b>TOTAL</b>	<b>1,574</b>	<b>265</b>	<b>88</b>	<b>78</b>	<b>92</b>	<b>7</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
08:34 07/19/12	18	60	21	POWELL & CALIFORNIA (OB)	PASSENGER JUMPED OFF CAR WHILE WAS IN MOTION - NO INJURIES REPORTED	08:34	
				1241195	OPERATOR WAS INSTRUCTED TO REPORT TO CABLE CAR DISPATCHER TO FILL OUT PROPER REPORT		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
09:44 07/19/12	331	14	7022	MISSION & OCEAN (IB)	OPERATOR	09:44	10:51
			<b>1241113</b>	INSP. M. PORTER (1T67) RESPONDED, INSP. J. FLORES *(1T65) TRANSPORTED RESCUE OPERATOR ID# 3300 OPERATOR TO CONTINUE IN SERVICE, SHOP TRUCK 093 REPAIRED VEHICLE, S/S*, 1M1*, PEER ASST*, WRCRS COMP*, L250A*, SENIOR STAFF* <b>VEH DELAY: 01:07</b>			
10:20 07/19/12	51	108	8167	HOWARD & BEAL (OB)	OPERATOR	10:20	10:43
			<b>1240961</b>	INSP. D. LEE (1C1) RESPONDED, INSP. A. LEDBETTER (1T61) TRANSPORTED RESCUE OPERATOR .1M1*, S/S*, SENIOR STAFF* L250A*, VIDEO* DISP*, SI WOODS N/R <b>VEH DELAY: 00:23</b>			
10:43 07/19/12	2	1	5608	SACRAMENTO & POWELL (OB)	NON INJURY ACCIDENT	10:43	11:23
			<b>1241112</b>	INSP. WONG, A (1T60) RESPONDED, S/S*, CLAIMS 6A50*, VIDEO*, MINOR NO 799. <b>VEH DELAY: 00:40</b>			
12:08 07/19/12	449	14L	6201	MISSION & SILVER (OB)	ROBBERY ON COACH	12:08	12:50
			<b>1240962</b>	SFPD 3H42B RESP. AID REFUSED. CASE #120-569-514. INSP M PORTER RESP. VIDEO*. <b>VEH DELAY: 00:42</b>			
13:44 07/19/12	622	12	8031	3RD STREET & FOLSIM (IB)	ACCIDENT (COACH / AUTO), NO INJURY	13:44	15:07
			<b>1241150</b>	INSP STANTON, R (1T61) RESP. NO INJURY, NO 799. SYSTEM SAFETY*, CLAIMS 6A42*. <b>VEH DELAY: 01:23</b>			
15:15 07/19/12	341	22	5472	16TH STREET & POTRERO (OB)	ACCIDENT (COACH / AUTO), NO INJURY	15:17	16:00
			<b>1241166</b>	INSP JOMOC, K (1T63) RESP. NO INJURY, NO 799. SYSTEM SAFETY*, VIDEO*, CLAIMS 6A42* <b>VEH DELAY: 00:43</b>			
17:19 07/19/12	160	45	5625	PRESIDIO YARD (PI)	ACCIDENT (COACH / POLE), NO INJURY	17:19	18:13
			<b>1241206</b>	INSP FONG, D (1T68) RESP. NO INJURY, NO 799. SYSTEM SAFETY*, VIDEO*, DISP* <b>VEH DELAY: 00:54</b>			

## Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
00:22 07/19/12	127	N	1465	KING & 4TH STREET (OB)	GRAFFITI / VANDALISM ON WINDOWS OF TRAIN 1437.	00:22 <b>00:22</b>	01:33 <b>01:33</b>
			<b>1241019</b>	[LRV2=1437]INSP.K.WILLIAMS AND INSP.HENLEY RESPONDED. PULL-IN RUN 128/KT/1510 WAS NOTIFIED AT 4TH STREET & KING STREET FOR CAR TRADE. MUNI SECURITY* FOR VIDEO PULL. SI GREEN N/R [EOR 01:57] <b>VEH DELAY: 01:35 LINE DELAY: 01:11</b>			
00:46 07/19/12	127	N	1465	KING & 4TH STREET (OB)	VERBAL ALTERCATION / OPERATOR & INSPECTOR GRAFFITI / VANDALISM ON WINDOWS OF TRAIN 1437.	00:46 <b>00:22</b>	01:07 <b>01:33</b>
			<b>1241020</b>	[LRV2=1437]OPERATOR VERBAL ALTERCATION WITH INSP.HENLEY. INSP.ALDANA INTERVIEWED OPERATOR. METRO DISPATCHER*. PULL-IN RUN 128/KT/1510 WAS NOTIFIED AT 4TH STREET & KING STREET FOR CAR TRADE BUT WAS CANCELLED. MUNI SECURITY* FOR VIDEO PULL. RUN 132/M/1492 COVERED LAST OUTBOUND N-JUDAH HEADWAY FROM EMBARCADERO STATION. SI GREEN N/R [EOR 01:57] <b>VEH DELAY: 01:11 LINE DELAY: 01:11</b>			
11:21 07/19/12	155	F	1072	MARKET & GOUGH (IB)	BRAKES	11:11 <b>11:11</b>	11:59 <b>11:59</b>
			<b>1241117</b>	LSGP*, ADGP*, 311*, J KELLY*, D PUGLISI*, J TYRONE*, J CASTILLO*, EOR, DISP*, INSP GUZMAN, INSP R DONALDSON, INSP P LEE, MRU 4-S-27, MRU 4-S-31, MRU 4-S-48, PCC SHOP CLEARED, SWITCHBACK, INBOUND MARKET/11TH STREET, OUTBOUND, FERRY, INSP F CADELINA CLEARED F-LINE. SI GREEN N/R [EOR 14:29] <b>VEH DELAY: 03:18 LINE DELAY: 00:48</b>			
13:19 07/19/12	13	60	19	0795 POWELL & CALIFORNIA (IB)	BUMPER BAR	13:19 <b>13:19</b>	13:53 <b>14:18</b>
			<b>1241100</b>	INSPECTOR J. KWONG CLEARED, CABLE CAR MACHINERY RESPONDED, CABLE CAR SHOP TRUCK 665 RESPONDED, 311*, J. KELLY (VOICE)*, D. PUGLISI*, SENIOR MANAGEMENT PAGED*, 59 LINE AND 60 LINE REROUTED AROUND HORN, 2 SHUTTLES USED, NO 799 SI CABLE CAR 19 @14:57 <b>VEH DELAY: 01:38 LINE DELAY: 00:59</b>			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
17:02 07/19/12	174	F	1058	EMBARCADERO BETWEEN POWELL & JEFFERSON (IB)	NO FORWARD MOTION	17:02	17:53
				<b>1241167</b>	PC SHOP, 4S30, 4S44, INSP. K. WILLIAMS CLEARED, DEADTOWED TO THE FERRY USING A RESCUE CAR 187/F/1052, SWITCHING BACK IB TO OB AT PIER 39, 1 MOTOR COACH SHUTTLE. SI FERRY N/R [EOR 19:57] <b>VEH DELAY: 02:55 LINE DELAY: 00:51</b>	<b>17:02</b>	<b>17:53</b>