



**Muni
Service Delivery
Daily Report**

Tuesday, April 27, 2010





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| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|---------------------------------------|---------------------------------------|---|---|-----------------------|
|---------------------------------------|---------------------------------------|---|---|-----------------------|

Runs Not Out and Late Out for Rush Hours

04 28 2010 WEDNESDAY MORNING REPORT

| | | | | | |
|------------------|----|---|---|---|--|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 0 | 0 | 0 | 0 | |
| Kirkland | 6 | 0 | 0 | 0 | 2=1, 10=1, 19=1, 28=1, 43=1, 47=1 |
| Woods | 15 | 0 | 1 | 0 | 9=4, 16X=3, 27=1, 29=3, 44=1, 48=1, 54=1, 71=1 |
| Potrero | 13 | 0 | 0 | 0 | 6=2, 14=3, 22=3, 24=1, 30=1, 33=1, 49=2 |
| Presidio | 0 | 0 | 0 | 0 | |
| Green | 0 | 0 | 0 | 0 | |
| F line | 2 | 0 | 0 | 0 | F=2 |
| TOTAL | 36 | 0 | 1 | 0 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

Report data compiled as of - **0745 HOURS (TIME)**

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Afected lines |
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|----------------------|

04 27 10 TUESDAY PM NOLO REPORT

| | | | | | |
|------------------|-----------|----------|----------|----------|---|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 6 | 0 | 0 | 0 | 8X=2 14L=2 38=1 38L=1 |
| Kirkland | 13 | 0 | 0 | 0 | 1X=2 2=2 12=3 19=2 28=2 43=1 47=1 |
| Woods | 12 | 0 | 3 | 0 | 16X=1 18=2 29=2 23=2 44=2 48=2 71=1 |
| Potrero | 22 | 7 | 0 | 0 | 6=6 14=6 22=3 24=2 30=3 33=1 41=4 49=4 |
| Presidio | 2 | 0 | 0 | 0 | 1=2 |
| Metro | 7 | 0 | 0 | 0 | S=3 KT=1 L=2 M=1 |
| F line | 1 | 0 | 0 | 0 | |
| TOTAL | 63 | 7 | 3 | 0 | |

Special Events

Emergency Equipment Demand - Reason

Division

Number of coaches

REPORT DATA COMPILED AS OF 1600 HRS

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Pulled Out Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|-------------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| TUESDAY, APR 27, 2010 | | | | | | | |
| SIGN UP DECEMBER 2009 | | | | | | | |
| Cable Car one-piece | 0 | 2 | 0.0% | 49 | 0 | 2 | 100.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 4 | 10 | 10.5% | 155 | 5 | 10 | 96.8% |
| Flynn multi-piece | 2 | | 2.9% | | | | |
| Kirkland one-piece | 8 | 4 | 14.0% | 218 | 12 | 4 | 94.5% |
| Kirkland multi-piece | 8 | | 7.9% | | | | |
| Woods one-piece | 12 | 11 | 13.8% | 260 | 18 | 11 | 93.1% |
| Woods multi-piece | 12 | | 12.0% | | | | |
| Potrero one-piece | 16 | 7 | 23.9% | 202 | 23 | 7 | 88.6% |
| Potrero multi-piece | 14 | | 15.7% | | | | |
| Presidio one-piece | 1 | 9 | 1.9% | 162 | 1 | 9 | 99.4% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 5 | 9 | 7.5% | 148 | 5 | 9 | 96.6% |
| Metro multi-piece | 0 | | 0.0% | | | | |
| F Line one-piece | 4 | 4 | 40.0% | 33 | 4 | 4 | 87.9% |
| F Line multi-piece | 0 | | 0.0% | | | | |
| System total | | | | 1227 | 68 | 56 | 94.5% |

Accidents

Tue Apr 27, 2010

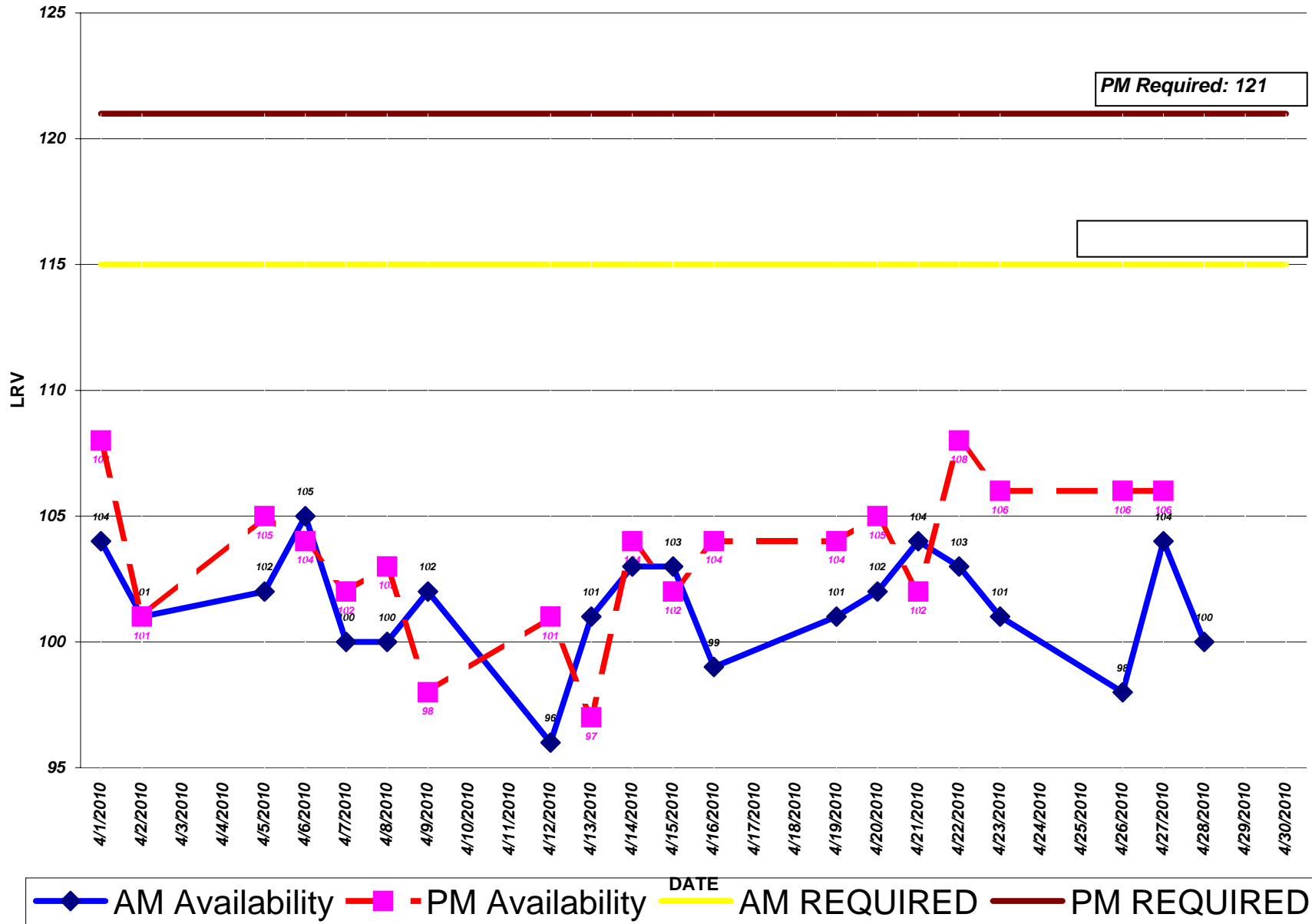
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|---------|------|------|---|--|----------|----------------|----------------|----|
| | | | | | | | | | DI | START | END | CC |
| 09:04 04/27/10 | R OPERATOR CA | 11 | 2098 | 002 | 61 | 52 | CALIFORNIA & KEARNY (IB) | SLOT BLADE (NO INJURY) | IB LD | 09:04 09:04 | 09:20 09:20 | 26 |
| | | | | 1104370 | | | INSP A. FORSE, CABLE MACHINERY, SHOP TRUCK 655 RESP. SI CABLE CAR 0058 @11:31 VEH DELAY: 02:27 LINE DELAY: 00:16 | | | | | |
| 10:43 04/27/10 | R OPERATOR WO | 35 | 3369 | 20 | 54 | 8454 | HUDSON BETWEEN WEST BROOK & ARDATH (OB) | INJURY ACCIDENT, COACH/VAN, 3 INJURIES, MODERATE DAMAGE TO BOTH VEHICLES | OB | 10:43 | 12:00 | 14 |
| | | | | 1104319 | | | INSP. J. CLARK, SYSTEM SAFETY, CLAIMS 6A40, MEDICS 77/84 RESP. VAN REAR ENDS STOPPED COACH . 3 BUS PASSENGERS TRANSP. TO SFGH FOR NECK AND BACK PAIN. MGR. J. STUART*, VIDEO*, OP 799 SI WOODS N/R VEH DELAY: 01:17 | | | | | |
| 12:57 04/27/10 | R OPERATOR PO | 17 | 2366 | 436 | 14 | 7017 | MISSION & SICKLES (OB) | ACCIDENT, COACH/AUTO, MINOR, NO INJURIES | OB | 12:57 | 13:43 | 14 |
| | | | | 1104350 | | | INSP. K. JOMOC CLEARED. NO OP 799. VIDEO*, CLAIMS 6A40* VEH DELAY: 00:46 | | | | | |
| 15:22 04/27/10 | R OPERATOR PO | 83 | 3056 | 441 | 14 | 7009 | MISSION & 11TH (OB) | COACH AND AUTO ACCIDENT NON INJURY | OB | 15:22 | 16:30 | 81 |
| | | | | 1104334 | | | INSP K JOMAC; CLAIMS 6-A-01*, SENIOR STAFF / SAFETY*, VIDEO* VEH DELAY: 01:08 | | | | | |

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|------|---------------------------|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 16:10 04/27/10 | R OPERATOR WO | 27 | 3709 | 687 | 28L | 8021 | BUSH & LAGUNA (DH) | COACH AND AUTO, NON INJURY ACCIDENT | DH | 16:10 | 16:40 | 81 |
| | | | | | | | 1104337 | INSP KONG, T; CLAIMS*, SENIOR STAFF / SAFETY*, VIDEO*, INSP WOON, W*, NO INFORMATION EXCHANGE - AUTO LEFT THE SCENE. VEH DELAY: 00:30 | | | | |
| 16:24 04/27/10 | R OPERATOR PO | 83 | 3208 | 428 | 14 | 7011 | MISSION & NIAGARA (OB) | SFPD REQUEST | OB | 16:24 | 16:28 | 83 |
| | | | | | | | 1104332 | SFPD CLEARED VEH DELAY: 00:04 | | | | |
| 17:11 04/27/10 | R OPERATOR PO | 38 | 3414 | 417 | 6 | 2845 | 14TH AVE & QUINTARA (IB) | INTERVIEW REGARDING ALLEGED FALL ON BOARD | IB | 19:09 | 19:15 | 15 |
| | | | | | | | 1104422 | INSP B NEWMAN; VIDEO*, CLAIMS 6-A-01*, VEH DELAY: 00:06 | | | | |
| 18:07 04/27/10 | R OPERATOR WO | 27 | 1615 | 110 | 27 | 8111 | BRYANT & 22ND STREET (OB) | VEHICLE ACCIDENT COACH / AUTO | OB | 18:07 | 18:33 | 15 |
| | | | | | | | 1104415 | INSP K JOMOC; CLAIMS 6-A-01*. VIDEO*, SYSTEM SAFETY* VEH DELAY: 00:26 | | | | |
| 19:40 04/27/10 | R OPERATOR KI | 27 | 2772 | 738 | 38X | 8031 | VAN NESS & BROADWAY (PI) | VEHICLE ACCIDENT COACH / AUTO | PI | 19:40 | 20:35 | 15 |
| | | | | | | | 1104426 | INSP E DENNIS; CLAIMS 6-A-01*, SYSTEM SAFETY*, SENIOR STAFF*, VIDEO*, NO INJURIES / NO 799 VEH DELAY: 00:55 | | | | |

Line Delays \geq 20 Minutes

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|------|-----|------|---------|--|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 10:37 04/27/10 | R OPERATOR ME | 85 | 1033 | 78 | J | 1545 | J. RIGHT OF WAY & SAN JOSE AVENUE NEAR TINGLEY (IB) | BLOKED BY NON MUNI COLLISION AUTO /AUTO | IB | 10:37 | 11:46 | 75 |
| | | | | | | 1104320 | NON MUNI COLLISION MRO 4C52 R AREVALO, MRO 4T41 PINTO, 1 SHUTTLE, SFFPD ENG. 15, MEDIC 88, MGR 4M2, ALL OB TRAINS S/B AT DAY STREET, LSGP VEH DELAY: 01:09 LINE DELAY: 01:09 | | LD | 10:37 | 11:46 | |

LIGHT RAIL VEHICLES AM/PM Required & Availability



| Date | Day of week | A.M. | | P.M. | |
|---|-------------|-----------|------------|-----------|------------|
| | | SCHEDULED | ACTUAL | SCHEDULED | ACTUAL |
| Light Rail Vehicles (LRVs) Availability - Peak | | | | | |
| APRIL 2010 | | | | | |
| 04/01/10 | THURSDAY | 115 | 104 | 121 | 108 |
| 04/02/10 | FRIDAY | 115 | 101 | 121 | 101 |
| 04/05/10 | MONDAY | 115 | 102 | 121 | 105 |
| 04/06/10 | TUESDAY | 115 | 105 | 121 | 104 |
| 04/07/10 | WEDNESDAY | 115 | 100 | 121 | 102 |
| 04/08/10 | THURSDAY | 115 | 100 | 121 | 103 |
| 04/09/10 | FRIDAY | 115 | 102 | 121 | 98 |
| 04/12/10 | MONDAY | 115 | 96 | 121 | 101 |
| 04/13/10 | TUESDAY | 115 | 101 | 121 | 97 |
| 04/14/10 | WEDNESDAY | 115 | 103 | 121 | 104 |
| 04/15/10 | THURSDAY | 115 | 103 | 121 | 102 |
| 04/16/10 | FRIDAY | 115 | 99 | 121 | 104 |
| 04/19/10 | MONDAY | 115 | 101 | 121 | 104 |
| 04/20/10 | TUESDAY | 115 | 102 | 121 | 105 |
| 04/21/10 | WEDNESDAY | 115 | 104 | 121 | 102 |
| 04/22/10 | THURSDAY | 115 | 103 | 121 | 108 |
| 04/23/10 | FRIDAY | 115 | 101 | 121 | 106 |
| 04/26/10 | MONDAY | 115 | 98 | 121 | 106 |
| 04/27/10 | TUESDAY | 115 | 104 | 121 | 106 |
| 04/28/10 | WEDNESDAY | 115 | 100 | 121 | |
| 04/29/10 | THURSDAY | 115 | | 121 | |
| 04/30/10 | FRIDAY | 115 | | 121 | |

| | |
|---|------------------------------|
| | Maintenance Holds |
| Green Division | |
| Daily Maintenance Morning Status Report | |
| April 28, 2010 | |
| Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

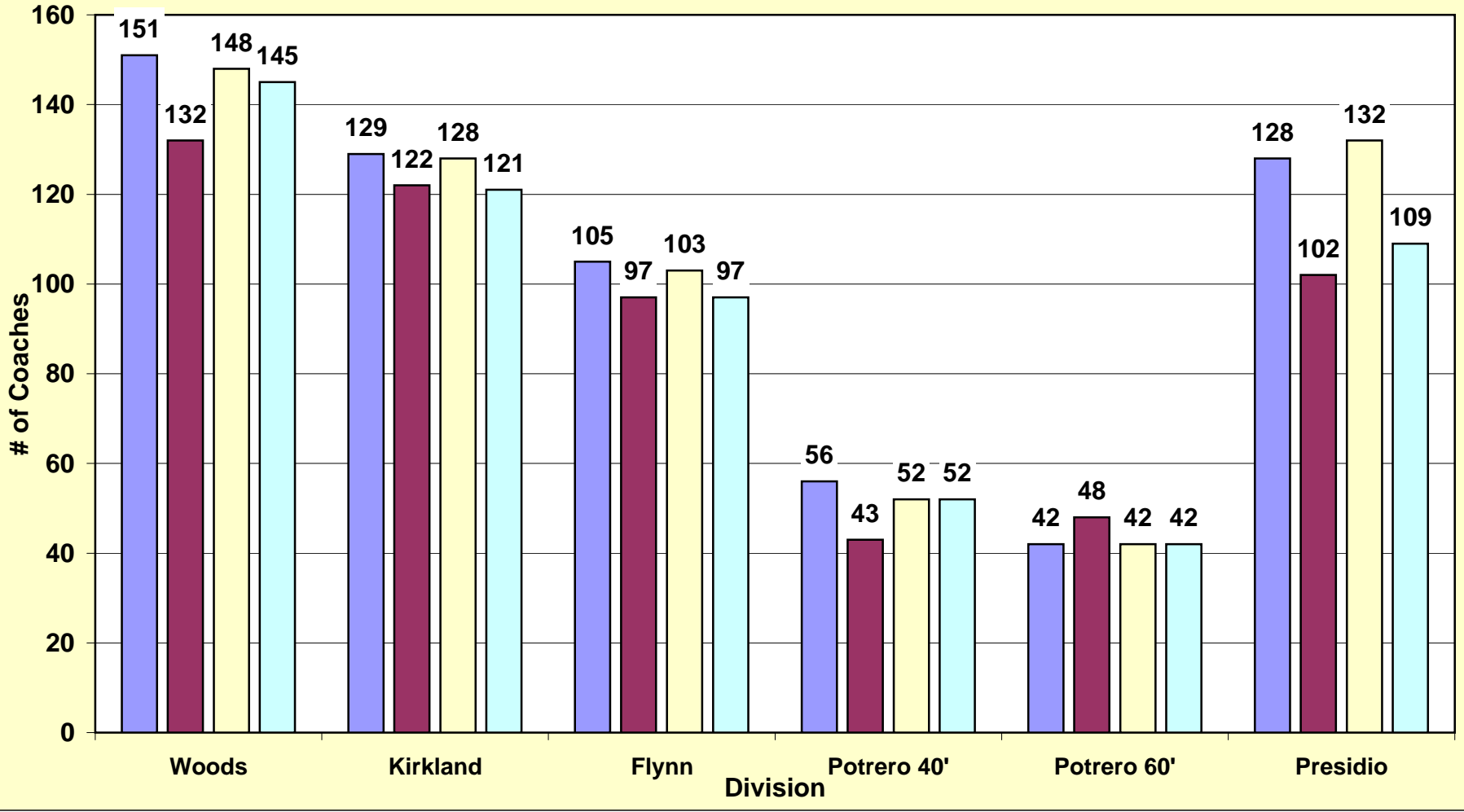
| | |
|---|----|
| AIR SUPPLY SYSTEM | 0 |
| AUTOMATIC TRAIN CONTROL SYSTEM (ATCS) | 1 |
| BRAKE SYSTEM | 0 |
| COUPLER | 0 |
| DOORS / STEPS | 1 |
| HEATING/VENTILATION/AIR CONDITIONING (HVAC) | 0 |
| LIGHT/MIRROR/WIPER/ARTIC/UNDERCAR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 2 |
| TRUCK RELATED/ FLAT | 0 |
| PREVENTIVE MAINTENANCE | 15 |
| SUPPORT SHOP | 5 |
| BODY/PAINT/LEAKER | 5 |
| FLEET APPEARANCE/CLEANING | 0 |
| AWAITING PARTS | 0 |
| DESTSIGN / ELECTRICAL/ELECTRONIC | 2 |
| ACCIDENT/DERAIL/INVESTIGATION | 0 |
| BREDA / VENDOR | 9 |
| ENGR / PROJECT | 1 |
| LONG TERM HOLDS | 10 |
| QUALITY ASSURANCE | 0 |

TOTAL **51**

| | LRV2/3 | PCC | Milan | Historic |
|--|------------|-----------|----------|--------------|
| Green Division Daily Maintenance | | | | |
| 28, 2010 | | | | April |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand (AM) | 116 | 13 | 4 | 3 |
| Maintenance Holds | 51 | 8 | 6 | 4 |
| Equipment available for service @ 7:30 a.m. | 100 | 13 | 4 | 4 |

Motor & Trolley Coaches Availability
 A.M. 4/28/10 & 4/27/10 P.M. Peak Time

■ Equipment available for service @ 7:45 a.m.
 ■ Final a.m. pull-out
 ■ Equipment available for service @ 5:30 p.m.
 ■ Final p.m. pull-out



| | Woods | Kirkland | Flynn | Subtotal Diesel | Potrero 40' | Potrero 60' | Presidio | Subtotal Trolley | Totals |
|--|-------|----------|-------|--------------------|----------------|----------------|----------|---------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 4/28/10 | | | | | | | | | |
| Fleet size | 191 | 145 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 148 | 127 | 97 | 372 | 48 | 53 | 102 | 203 | 575 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 6 | 1 | 5 | 12 | 2 | 0 | 2 | 4 | 16 |
| Campaigns / retrofits | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Maintenance Holds | 40 | 16 | 19 | 75 | 19 | 31 | 37 | 87 | 162 |
| Awaiting parts | 0 | 0 | 0 | 0 | 3 | 12 | 4 | 19 | 19 |
| Radio | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 2 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 |
| Equipment available for service @ 7:45 a.m. | 151 | 129 | 105 | 385 | 56 | 42 | 128 | 226 | 611 |
| Final a.m. pull-out | 132 | 122 | 97 | 351 | 43 | 48 | 102 | 193 | 544 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 6 | 6 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 |
| Operator not outs | 16 | 5 | 0 | 21 | 5 | 5 | 0 | 10 | 31 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 4/27/10 | | | | | | | | | |
| Fleet size | 191 | 145 | 124 | 460 | 75 | 73 | 165 | 313 | 773 |
| Present demand | 149 | 121 | 97 | 367 | 63 | 54 | 109 | 226 | 593 |
| Extra service | 5 | 0 | 0 | 5 | N/A | N/A | N/A | N/A | 5 |
| Scheduled maintenance | 6 | 1 | 5 | 12 | 1 | 0 | 0 | 1 | 13 |
| Campaigns / retrofits | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Maintenance holds | 43 | 17 | 21 | 81 | 23 | 31 | 33 | 87 | 168 |
| Awaiting parts | 0 | 0 | 0 | 0 | 3 | 13 | 11 | 27 | 27 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 2 |
| Equipment available for service @ 5:30 p.m. | 148 | 128 | 103 | 379 | 52 | 42 | 132 | 226 | 605 |
| Final p.m. pull-out | 145 | 121 | 97 | 363 | 52 | 42 | 109 | 220 | 583 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 1 | 0 | 0 | 1 | 1 |
| Operator not outs | 4 | 0 | 0 | 4 | 5 | 1 | 0 | 6 | 10 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|---------------|----------------------|------------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day:TUESDAY, APRIL 27, 2010 | | | | | | | | | | | |
| Green | 231 | 61 | 22 | 7 | 17 | 15 | 26.4 | 9.5 | 3.0 | 7.4 | 6.5 |
| Cable Car | 138 | 24 | 8 | 2 | 6 | 8 | 17.4 | 5.8 | 1.4 | 4.3 | 5.8 |
| Potrero | 239 | 63 | 21 | 9 | 19 | 14 | 26.4 | 8.8 | 3.8 | 7.9 | 5.9 |
| Presidio | 200 | 38 | 11 | 8 | 10 | 9 | 19.0 | 5.5 | 4.0 | 5.0 | 4.5 |
| Kirkland | 258 | 53 | 18 | 9 | 11 | 15 | 20.5 | 7.0 | 3.5 | 4.3 | 5.8 |
| Woods | 322 | 64 | 19 | 8 | 21 | 16 | 19.9 | 5.9 | 2.5 | 6.5 | 5.0 |
| Flynn | 181 | 41 | 11 | 9 | 16 | 5 | 22.7 | 6.1 | 5.0 | 8.8 | 2.8 |
| Total | 1,569 | 344 | 110 | 52 | 100 | 82 | 21.9% | 7.0% | 3.3% | 6.4% | 5.2% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|---------------------------|------|-----|-----|----|-----|----|-----|----|----|----|----|
| TUESDAY 04 20 10 | 1559 | 292 | 92 | 46 | 95 | 59 | 19% | 6% | 3% | 6% | 4% |
| WEDNESDAY 04 21 10 | 1559 | 281 | 88 | 43 | 96 | 54 | 18% | 6% | 3% | 6% | 4% |
| THURSDAY 04 22 10 | 1545 | 331 | 98 | 48 | 119 | 66 | 21% | 6% | 3% | 8% | 4% |
| FRIDAY 04 23 10 | 1588 | 340 | 120 | 48 | 103 | 69 | 21% | 8% | 3% | 7% | 4% |
| SATURDAY 04 24 10 | 1102 | 261 | 80 | 42 | 72 | 67 | 24% | 7% | 4% | 7% | 6% |
| SUNDAY 04 25 10 | 1059 | 252 | 79 | 40 | 65 | 68 | 24% | 8% | 4% | 6% | 6% |
| MONDAY 04 26 10 | 1595 | 353 | 113 | 58 | 114 | 68 | 22% | 7% | 4% | 7% | 4% |

* **Unplanned leave includes:** absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...
+ **Other reasons includes:** 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.