

## DAILY SERVICE DELIVERY OVERVIEW

### THURSDAY, APRIL 7, 2011

#### 1. RUNS PULLED OUT- IN SERVICE:

	SCHEDULED	% PULLED OUT IN SERVICE	NOT OUTS	RUNS WORKED AT OVER TIME
<b>SYSTEM WIDE</b>	1174	95.7%	51	60

#### 2. VEHICLES AVAILABILITY

	SCHEDULED	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	112	-2%
<b>F LINE</b>	20	20	0%
<b>CABLE CAR</b>	26	30	15%
<b>WOODS</b>	140	178	27%
<b>KIRKLAND</b>	111	120	8%
<b>FLYNN</b>	103	111	8%
<b>POTRERO 40'</b>	49	47	-4%
<b>POTRERO 60'</b>	53	38	-28%
<b>PRESIDIO</b>	103	118	15%
<b>TOTAL</b>	719	774	8%

### 3. OPERATORS' ABSENTEEISM:

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<i>Green</i>	204	65	13	11	18	23
<i>Cable Car</i>	110	24	6	4	11	3
<i>Potrero</i>	235	54	13	1	22	18
<i>Presidio</i>	196	38	11	5	15	7
<i>Kirkland</i>	223	40	8	9	15	8
<i>Woods</i>	335	70	14	8	34	14
<i>Flynn</i>	202	35	8	6	16	5
<b>TOTAL</b>	<b>1,505</b>	<b>326</b>	<b>73</b>	<b>44</b>	<b>131</b>	<b>78</b>

### 4. ACCIDENTS & DELAYS > 20 MINUTES:

#### ACCIDENTS

TIME DATE	CALL FROM DIVISION	To CC	OP #	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
07:30 04/07/11	R OPERATOR WO	26	1019	131	71	8439	SLOAT BLVD & 45TH AVE (PO)	ACCIDENT, COACH / AUTO NO INJURY	PO	07:30	08:30	35
						1163806	INSP B.JOHNSON, SYSTEM SAFETY* VIDEO* NO 799 VEH DELAY: 01:00					
14:06 04/07/11	R OPERATOR KI	34	2976	642	19	8232	POLK STREET & SUTTER STREET (OB)	ACCIDENT, COACH AND TRUCK (DOOR)	OB	14:06	15:21	27
						1163875	INSP. WILCHER (1T60), SYSTEM SAFETY*, VIDEO*, 6A40*, TOYOTA 4 RUNNER OPENED DOOR INTO ON COMING TRAFFIC MAKING CONTACT WITH COACH NEAR REAR DOOR. OPEARTOR GIVEN INSTRUCTIONS AND CONTINUED IN SERVICE. VEH DELAY: 01:15					

**ACCIDENTS & DELAYS > 20 MINUTES - CONTINUED:**

**ACCIDENTS**

TIME DATE	CALL FROM DIVISION	To CC	OP #	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY				
									DI	START	END	CC	
14:12 04/07/11	R	BROWN,L.	27			043	FOLSOM & DIVISION (NB)	ACCIDENT TRUCK AND AUTO	NB	14:12	14:40	11	
							1163868	INSPECTOR JOMOC,K;VALARIS,W;(4M6),STUART,J.(1L1)*,ESPINOZA,M.(1M1)*CLAIMS (6A45)* VEH DELAY: 00:28					
16:28 04/07/11	R	OPERATOR PO	18	2851	42	45	5513	4TH STREET & MARKET STREET (IB)	ACCIDENT, SF CITY VAN AND COACH	IB	16:28	17:41	27
								1163940	INSP. GIANG (1T61), 6A45*, VIDEO*, SYSTEM SAFETY*. VEH DELAY: 01:13				
19:10 04/07/11	R	OPERATOR FL	34	1797	551	38	6213	GEARY BLVD BETWEEN MASON STREET & POWELL STREET (OB)	ACCIDENT, COACH AND AUTO	OB	19:10	20:12	27
								1163955	INSP. GIANG (1T61) MINOR DAMAGE TO AUTO AND COACH, SYSTEM SAFETY*, VIDEO*, 6A45*, VEH DELAY: 01:02				
20:27 04/07/11	R	OPERATOR PR	18	2660	138	3	5636	SUTTER & POWELL (OB)	ACCIDENT COACH/ LIMO, NO INJURY	OB	20:27	21:12	18
								1163961	INSP D FONG RESP, S/S*, VIDEO*, CLAIM 6A45* VEH DELAY: 00:45				

**LINE DELAY > 20 MINUTES**

TIME DATE	CALL FROM DIVISION	To CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
08:06 04/07/1 1	R OPERATOR  WO	26	0968	32	44	8443	PALOU & NEWHALL (OB)	SHOTS FIRED FROM COACH 1 VICTIM TRANSPORTED	OB LD	08:06 08:06	11:03 11:23	35
							1163848					
10:54 04/07/1 1	R OPERATOR  ME	29	1783	6 1	K	1512	3RD & KIRKWOOD (OB)	PHYSICAL ALTERCATION	OB LD	10:54 10:54	11:15 11:15	85
							1163815					