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**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, AUGUST 25, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	<b>1,186</b>	<b>97.7%</b>	<b>11</b>	<b>16</b>	<b>77</b>

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>118</b>	<b>4%</b>
<b>F LINE</b>	<b>20</b>	<b>21</b>	<b>5%</b>
<b>CABLE CAR</b>	<b>27</b>	<b>29</b>	<b>7%</b>
<b>WOODS</b>	<b>151</b>	<b>182</b>	<b>21%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>131</b>	<b>18%</b>
<b>FLYNN</b>	<b>103</b>	<b>107</b>	<b>4%</b>
<b>POTRERO 40'</b>	<b>44</b>	<b>64</b>	<b>45%</b>
<b>POTRERO 60'</b>	<b>47</b>	<b>35</b>	<b>-26%</b>
<b>PRESIDIO</b>	<b>105</b>	<b>138</b>	<b>31%</b>
<b>TOTAL</b>	<b>722</b>	<b>825</b>	<b>14%</b>

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	112	19	7	11	1	0
Flynn	194	38	13	7	16	2
Green	188	40	18	10	9	3
Kirkland	214	44	7	12	24	1
Potrero	231	51	26	7	15	3
Presidio	188	30	12	12	4	2
Woods	343	82	45	14	21	2
<b>TOTAL</b>	<b>1,470</b>	<b>304</b>	<b>128</b>	<b>73</b>	<b>90</b>	<b>13</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
1:04	467	49	PHELAN LOOP (IB)	ALLEGED ACCIDENT COACH & AUTO		
8/25/2011	1188244		NO RECENT DAMAGE NOTED ON COACH. AUTO HAS BROKEN RTSIDE MIRROR. INSP.ESCOBAR CLEARED. CLAIMS#6A42* Veh delay: 00:36		1:04	1:40
7:52	41	67	ALABAMA & WALTHAM (IB)	ACCIDENT (COACH & CONSTRUCTION EQUIPMENT)		
8/25/2011	1188319		INSP K. JOMOC (1T63A), INSP R. FISHER (1T65), FIRESTONE RESPONDED, OPERATOR STATED THAT REAR TIRE MADE CONTACT WITH CONSTRUCTION EQUIPMENT, TIRE BECAME		7:52	11:33

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
			FLAT, LEAD INSP J. STUART* DISP*, CLAIMS 6A42*, SYS/SAFETY*, VIDEO*, Veh delay: 03:41			
9:05	314	49	MISSION & 18TH STREET (OB)	ACCIDENT ( WHEELCHAIR LIFT & WHEELCHAIR PASSENGER) AID REFUSED	9:05	9:59
8/25/2011	1188305		INSP A. LEDBETTER RESPONDED & INTERVIEW OPERATOR, AID REFUSED. CLAIMS 6A42*, S/SAFETY*, VIDEO*, Veh delay: 00:54			
14:02	94	27	SOUTH VAN NESS between CHAVEZ & 26TH ST (IB)	ACCIDENT COACH & PARK AUTO, NO INJURY	14:02	14:56
8/25/2011	1188338		INSP R FISHER CLEARED. NO DAMAGE TO EITHER VEHICLES. NO OP 799. OPERATOR WAS IN LINE TRAINING. VIDEO*. SYSTEM SAFETY*. CLAIMS 6A48*. Veh delay: 00:54			

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
0:21	141	L	ULLOA & 15TH AVE. (IB)	BLOCKED BY DOWN, OVER-HEAD WIRES	0:21	0:51
8/25/2011	1188221		INSPECTOR 4-T-79 H. HENLEY, SHOP 4-S-44 L.AM, LINE CREW 825 CLEARED, TRACK TRUCK 625 BLOCKED TO PROTECT THE CITE. 2 SHUTTLES USED, 311*, JIM KELLY*, DAVIDE PUGLISI*, LSGP, WEST PORTAL AGENT* SI GREEN Veh delay: 00:30 Line delay: 00:40		0:21	1:01
13:47	49	J	SAN JOSE & RANDALL (OB)	NON-MUNI ACCIDNET BLOCKING	14:15	14:38
8/25/2011	1188348		4S49 AND INSP WHITE RESPONDED; TWO SHUTTLES USED Veh delay: 00:23 Line delay: 00:23		14:15	14:38

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
13:49		10	TOWNSEND between 5TH STREET & 7TH STREET (IB,OB)	NON MUNI ACCIDENT BLOCKING	13:49	
8/25/2011	1188303		INSP WONG, S (1T60B) RESP, 4M3*. PAGE SENT OUT. <b>Line delay: 01:18</b>		13:49	15:07
19:17	85	N	DUBOCE & CHURCH (IB)	DERAILMENT	19:17	20:13
8/25/2011	1188376		4S43 AND 4S37 RESPONDED; TRACK DEPARTMENT AND OH LINE 817 CLEARED. MOTOR COACH SHUTTLES PROVIDED; N LINE SWITCH BACK IB TO OB AT HILLWAY SI GREEN N/R [eor 20:14] <b>Veh delay: 00:57 Line delay: 00:56</b>		19:17	20:13

## 5. *N Express*

- 93.75% on time performance in the morning
- 100% on time performance in the afternoon
- 1,406 total daily ridership
- 860 riders in the morning
- 546 afternoon riders

All 12\* Nx Express runs were filled.

- 9 runs in the morning
- 8 runs in the afternoon

\* Woods runs work both the morning and afternoon.

### Vehicle Availability

<b>Nx EXPRESS</b>	<b>SCHEDULED DEMAND</b>	<b>AVAILABLE</b>	<b>SPARE RATIO</b>
<b>Morning</b>	<b>9</b>	<b>9</b>	<b>0%</b>
<b>Afternoon</b>	<b>8</b>	<b>13*</b>	<b>63%</b>

\* Some vehicles had trouble starting in the afternoon; used alternative vehicle in order to pull out on time.