

## DAILY SERVICE DELIVERY OVERVIEW

**MONDAY, August 30, 2010**

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

	SCHEDULED	PULLED OUT IN SERVICE %	RUNS NON OUT	RUNS WORKED AT OVER TIME
<b>SYSTEM WIDE</b>	<b>1179</b>	<b>99.0</b>	<b>12</b>	<b>46</b>

### 2. VEHICLES AVAILABILITY

	SCHEDULED	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>112</b>	<b>118</b>	<b>5%</b>
<b>F LINE</b>	<b>20</b>	<b>21</b>	<b>5%</b>
<b>CABLE CAR</b>	<b>26</b>	<b>29</b>	<b>12%</b>
<b>WOODS</b>	<b>135</b>	<b>179</b>	<b>33%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>121</b>	<b>9%</b>
<b>FLYNN</b>	<b>99</b>	<b>112</b>	<b>13%</b>
<b>POTRERO 40'</b>	<b>45</b>	<b>44</b>	<b>-2%</b>
<b>POTRERO 60'</b>	<b>53</b>	<b>41</b>	<b>-23%</b>
<b>PRESIDIO</b>	<b>92</b>	<b>137</b>	<b>49%</b>
<b>TOTAL</b>	<b>693</b>	<b>802</b>	<b>16%</b>

### 3. OPERATORS' ABSENTEEISM:

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Green	237	52	5	9	25	13
Cable Car	126	25	7	2	12	4
Potrero	237	56	9	3	32	12
Presidio	197	43	16	8	9	10
Kirkland	239	46	9	9	18	10
Woods	367	76	17	6	35	18
Flynn	206	46	14	7	16	9
<b>TOTAL</b>	<b>1,609</b>	<b>344</b>	<b>77</b>	<b>44</b>	<b>147</b>	<b>76</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
07:48 08/30/10	R OPERATOR FL	14	1466	481	14X	6274	ALEMANY & TRUMBLE (IB)	NON INJURY ACCIDENT, COACH & AUTO,	IB	07:48	09:20	17
							1122912	INSP A CHAU CLEARED, INSP R FISHER TRANSPORTED OPERATOR TO TESTING FACILITY, VIDEO*, 6-A-50*, SYSTEM SAFETY*, SI FLYNN VEH DELAY: 01:32				
08:34 08/30/10	R OPERATOR KI	39	3596	668	28	8026	19TH AVENUE & NORIEGA	ACCIDENT COACH AND AUTO	OB	08:34	09:33	17
							1122872	INSPECTOR JONES,R.CLEARED, VIDEO *,SYSTEM SAFETY *,CLAIMS * NO 799 VEH DELAY: 00:59				
14:31 08/30/10	R OPERATOR KI	32	2900	752	19	8038	8TH STREET & HOWARD (OB)	ACCIDENT-COACH AND AUTOMOBILE	OB	14:31	15:23	38
							1123231	SYSTEM SAFETY*;; VIDEO*; INSP. L. BROWN CLEARED; NO INJURIES,. VEH DELAY: 00:52				
14:36 08/30/10	R OPERATOR PO	81	3360	347	14	7058	MISSION & 18TH STREET	ACCIDENT-COACH AND PICKUP TRUCK	OB	14:36	15:43	38
							1123236	SYSTEM SAFETY*; CLAIMS-6A46-T. KUAN*; VIDEO PULLED*;; NO INJURIES, NO OPERATOR TEST NECESSARY; VEH DELAY: 01:07				

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
14:44 08/30/10	R OPERATOR WO	15	3050	210	96	8149	19TH AVENUE & ULLOA (IB)	ACCIDENT-COACH AND TRUCK	IB	14:44	15:34	38
							1123254	SYSTEM SAFETY*; CLAIMS-6146-T. KUAN*; INSP. E. DENNIS REPORTS RIGHT MIRROR OF COACH MADE CONTACT WITH LEFT EXTERIOR MIRROR OF PARKED TRUCK. NO INJURIES; NO OPERATOR TEST NECESSARY. VEH DELAY: 00:50				
16:20 08/30/10	R OPERATOR PO	81	1245	337	33	5423	18TH STREET & CASTRO (OB)	ACCIDENT-COACH AND AUTOMOBILE	OB	16:20	17:28	38
							1123223	SYSTEM SAFETY*; CLAIMS 6A46-L. KUAN*; VIDEO PULLED*; LEAD INSP. -1L3-G. LAVIGNE OPERATOR PULLED COACH IN FROM SCENE WITHOUT AUTHORIZATION. INSP. B. LUM WAS DISPATCHED TO SCENE AT 18TH STREET AND CASTRO AND WAS UNABLE TO LOCATE OPERATOR.; 1L3 INTERVIEWED OPERATOR AT THE POTRERO DIVISION DISPATCHER'S OFFICE. VEH DELAY: 01:08				
18:01 08/30/10	T 311 CALL CENT PO	81	2893	390	24	2817	DIVISADERO & BUSH (IB)	ALLEGED HIT & RUN ACCIDENT- COACH AND AUTOMOBILE	IB	18:06		38
							1123261	CLAIMS-6A46-T. KUAN*; VIDEO PULLED*; INSP. B. NEWMAN; INSP. A. GEETER; TINA FROM 311 CALL CENTER REPORTS THAT PARTY #2 CALLED SAYING THAT THE OPERATOR MADE CONTACT WITH HER DRIVERS DOOR AND DID NOT STOP. OPERATOR 799 TEST.				

**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
09:42 08/30/10	T CABLE MACHINE CA	26	2220	008	59	0017	MASON & WASHINGTON (IB)	BUMPER BAR, # 1227 MASON	IB LD	09:42 09:42	09:57 10:20	26
							1122914	INSP A. FORSE (8T43), J. KWONG (8T54), SHOP TRUCK 665 RESP. CAR # 17 TOW IN. MGR D. BANBURY*, 3 SHUTTLES RUNNING ON MASON LINE, ALL MASON CARS RUNNING ON HYDE LINE. PAGE SENT OUT. SI CABLE CAR 0021 @10:38 VEH DELAY: 00:56 LINE DELAY: 00:38				