

**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, DECEMBER 28, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	1,203	96.1%	15	32	66

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	116	2%
<b>F LINE</b>	24	19	-21%
<b>CABLE CAR</b>	27	30	11%
<b>WOODS</b>	151	191	26%
<b>KIRKLAND</b>	111	132	19%
<b>FLYNN</b>	103	111	8%
<b>POTRERO 40'</b>	44	78	77%
<b>POTRERO 60'</b>	47	40	-15%
<b>PRESIDIO</b>	105	129	23%
<b>TOTAL</b>	726	846	17%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Cable Car</b>	<b>116</b>	<b>25</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>0</b>
<b>Flynn</b>	<b>191</b>	<b>47</b>	<b>13</b>	<b>17</b>	<b>16</b>	<b>1</b>
<b>Green</b>	<b>199</b>	<b>48</b>	<b>22</b>	<b>12</b>	<b>10</b>	<b>4</b>
<b>Kirkland</b>	<b>210</b>	<b>49</b>	<b>18</b>	<b>14</b>	<b>17</b>	<b>0</b>
<b>Potrero</b>	<b>229</b>	<b>54</b>	<b>26</b>	<b>16</b>	<b>10</b>	<b>2</b>
<b>Presidio</b>	<b>188</b>	<b>35</b>	<b>15</b>	<b>10</b>	<b>10</b>	<b>0</b>
<b>Woods</b>	<b>344</b>	<b>87</b>	<b>43</b>	<b>19</b>	<b>24</b>	<b>1</b>
<b>TOTAL</b>	<b>1,477</b>	<b>345</b>	<b>146</b>	<b>97</b>	<b>94</b>	<b>8</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
09:56 12/28/11	389	49	7123	VAN NESS AVE & GEARY BLVD (OB)	SFPD REQUEST	09:56	10:08
				1209202	INSP. BANIAS (1T60), SFPD. VEH DELAY: 00:12		
10:50 12/28/11	37	M	1479	WEST PORTAL & 14TH.AVE (OB)	ACCIDENT (LRV/AUTO MINOR)	10:50	11:00
				1209269	[LRV2=1461]INSP.D.CASTRO & B.UPCHURCH RESPOND.SYSTEM SAFETY 6-A-50*,D.PUGLISI*LSGP*,VIDEO*MRU 4-S-31 RESPOND,CLAIMS*,LRV REAR ENDED AUTO,MINOR DAMAGE TO 1479'S COUPLER.OPERATOR TESTED.NO INJURY SI GREEN NOT IN SERVICE N/R [EOR 12:39] VEH DELAY: 01:49 LINE DELAY: 00:10	10:50	11:00

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
12:36 12/28/11	407	38	6220	GEARY & ARQUELLO (OB)	ACCIDENT ( COACH / ADA SCOOTER), NO INJURY, ADA SCOOTER DROVE AWAY	12:36	13:13
				<b>1209311</b>			
12:36 12/28/11	407	38	6220	TRANSBAY TERM (OB)	OPERATOR INTERVIEW	13:25	13:44
				<b>1209312</b>			
17:09 12/28/11	873	10	8357	POTRERO AVE & 24TH STREET (OB)	ATTEMPTED ROBBERY (INTERVIEW)	17:09	17:39
				<b>1209330</b>			
17:40 12/28/11	383	30	5457	UNION STREET & COLUMBUS AVE (OB)	FARE EVASION/ALTERCATION, PASSENGER AND OPERATOR	17:40	17:50
				<b>1209334</b>			
20:52 12/28/11	739	47	8020	VAN NESS & GROVE (IB)	OPERATOR INTERVIEW FOR NON-INJURY ACCIDENT (PARKED AUTO MIRROR) @ VAN NESS & MARKET.	20:54	22:45
				<b>1209341</b>			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
20:52 12/28/11	739	47	8020	VAN NESS & MARKET (IB)	SFPD REPORTS COACH WAS INVOLVED IN ACCIDENT WITH A PARKED AUTO AND LEFT SCENE.	20:52	20:54
					O.C.C. CONTACTED OPERATOR. SEE ACCOMPANYING TAG#1209389 FOR INCIDENT INTERVIEW. PARKED AUTO SUSTAINED LEFT SIDE MIRROR DAMAGE. COACH MADE CONTACT AT RIGHTSIDE BEHIND THE REAR DOOR OF COACH. <b>VEH DELAY: 00:02</b>		
23:04 12/28/11	754	28	8221	LOMBARD & RICHARDSON (OB)	OPERATOR ALLEGED INVOLVED IN AN UNREPORTED ACCIDENT	18:00	18:03
					OPERATOR CONTACTED BY C.C.#25, STATES HE HAS NO KNOWLEDGE OF INCIDENT. INSTRUCTED TO FILE REPORT @ DIVISION. SEE ACCOMPANYING TAG#1209381 FOR OPERATOR INTERVIEW AT TERMINAL. <b>VEH DELAY: 00:03</b>		
23:05 12/28/11	754	28	8221	FT. MASON (OB)	OPERATOR INTERVIEW RE: ALLEGED COACH & AUTO ACCIDENT @ LOMBARD & RICHARDSON	00:26	00:35
					INSP.FONG CLEARED <b>VEH DELAY: 00:09</b>		

### Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
10:55 12/28/11	17	61	53	CALIFORNIA BETWEEN DAVIS & MONTGOMERY (OB)	CROWNED DIES/GRIP CHANGE	10:55	11:45
					INSP. C. ALLEN RESP. CABLE CAR TRUCK 665, CABLE MACHINERY CLEARED. 2 SHUTTLES UTILIZED <b>VEH DELAY: 00:50 LINE DELAY: 00:50</b>		
14:03 12/28/11	78	N	1439	JUDAH & 48TH (OB)	PROPULSION FAULT ON/OFF	14:03	14:24
					[LRV2=1486]BANKED AT THE MINT YARD - FOLLOWER 46N-1410/1450 +5 FOR SERVICE MRU 4S37 AND INSPECTOR R. GUZMAN RESPONDED - INSPECTOR J. CHAVEZ 4T40 NOTIFIED OPERATOR CLEARED <b>LINE DELAY: 00:21</b>	14:03	

## 5. NX Bus Express

Ridership	Counts
<b>Morning</b>	<b>443</b>
<b>Afternoon</b>	<b>478</b>
<b>TOTAL</b>	<b>921</b>

Vehicle Availability	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>Morning</b>	<b>9</b>	<b>9</b>	<b>0%</b>
<b>Afternoon</b>	<b>8</b>	<b>14</b>	<b>75%</b>