



**Muni
Service Delivery
Daily Report**

Wednesday, July 22, 2009





Content

- Not outs for the a.m. rush hour 3
- Not outs for the p.m. rush hour 4
- Daily not outs & RDO report 5
- Accidents & line delays > 20 minutes 6
- Vehicles availability and maintenance reports
 - Light Rail Vehicles Count (chart) 8
 - Light Rail Maintenance Hold 9
 - Light Rail Maintenance Available 10
 - Light Rail Maintenance Count 11
 - Motor & Trolley Buses Pull Outs (chart) 12
 - Motor & Trolley Buses Pull Outs (details) 13
- Operators absenteeism report 14

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

THURSDAY 07/23/09 AM NOLO REPORT

| | | | | | |
|--------------|-----------|----------|----------|----------|------------------------------|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 7 | 0 | 0 | 0 | 38=3; 14X=3; 9X=1 |
| Kirkland | 3 | 0 | 0 | 0 | 47=2; 28=1 |
| Woods | 0 | 0 | 1 | 0 | |
| Potrero | 8 | 0 | 2 | 1 | 41=1; 24=2; 14=3; 22=1; 49=1 |
| Presidio | 0 | 0 | 1 | 0 | |
| Metro | 3 | 0 | 0 | 0 | L=1; S=1; N=1 |
| F line | 2 | 0 | 0 | 0 | F=2 |
| TOTAL | 23 | 0 | 4 | 1 | |

Special Events

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

0

| | | | | | |
|----------|--|--|--|--|--|
| Division | | | | | |
|----------|--|--|--|--|--|

REPORT DATA AS OF 0740 AM

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

WEDNESDAY 07 22 09 PM NOLO REPORT

| | | | | | |
|--------------|----|---|---|---|-----------------|
| Cable Car | 1 | 0 | 0 | 0 | 1=61 |
| Flynn | 5 | 0 | 0 | 0 | 1=9 4=38 |
| Kirkland | 3 | 0 | 0 | 0 | 1=1X 1=2 1=10 |
| Woods | 4 | 0 | 0 | 1 | 2=29 1=30X 1=71 |
| Potrero | 2 | 0 | 0 | 1 | 1=7 1=14 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 1 | 0 | 0 | 0 | 1=M |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 16 | 0 | 0 | 2 | |

Special Events

| |
|---|
| |
| Division |
| |
| REPORT DATA COMPILED AS OF - 1600HRS |

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| Weekday 7/22/2009 | | | | | | | |
| Revised 6/15/09 | | | | | | | |
| Cable Car one-piece | 1 | 0 | 4.5% | 49 | 1 | 0 | 2.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 3 | 1 | 7.9% | 154 | 6 | 1 | 3.9% |
| Flynn multi-piece | 6 | | 8.8% | | | | |
| Kirkland one-piece | 3 | 2 | 5.3% | 212 | 4 | 2 | 1.9% |
| Kirkland multi-piece | 2 | | 2.0% | | | | |
| Woods one-piece | 3 | 0 | 3.4% | 251 | 7 | 0 | 2.8% |
| Woods multi-piece | 8 | | 8.0% | | | | |
| Potrero one-piece | 1 | 0 | 1.5% | 212 | 3 | 0 | 1.4% |
| Potrero multi-piece | 4 | | 4.5% | | | | |
| Presidio one-piece | 0 | 0 | 0.0% | 174 | 0 | 0 | 0.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 1 | 5 | 1.5% | 146 | 1 | 5 | 0.7% |
| Metro multi-piece | 0 | | 0.0% | | | | |
| F Line one-piece | 0 | 2 | 0.0% | 33 | 0 | 2 | 0.0% |
| F Line multi-piece | 0 | | 0.0% | | | | |
| System total | | | | 1231 | 22 | 10 | 1.8% |

Accidents

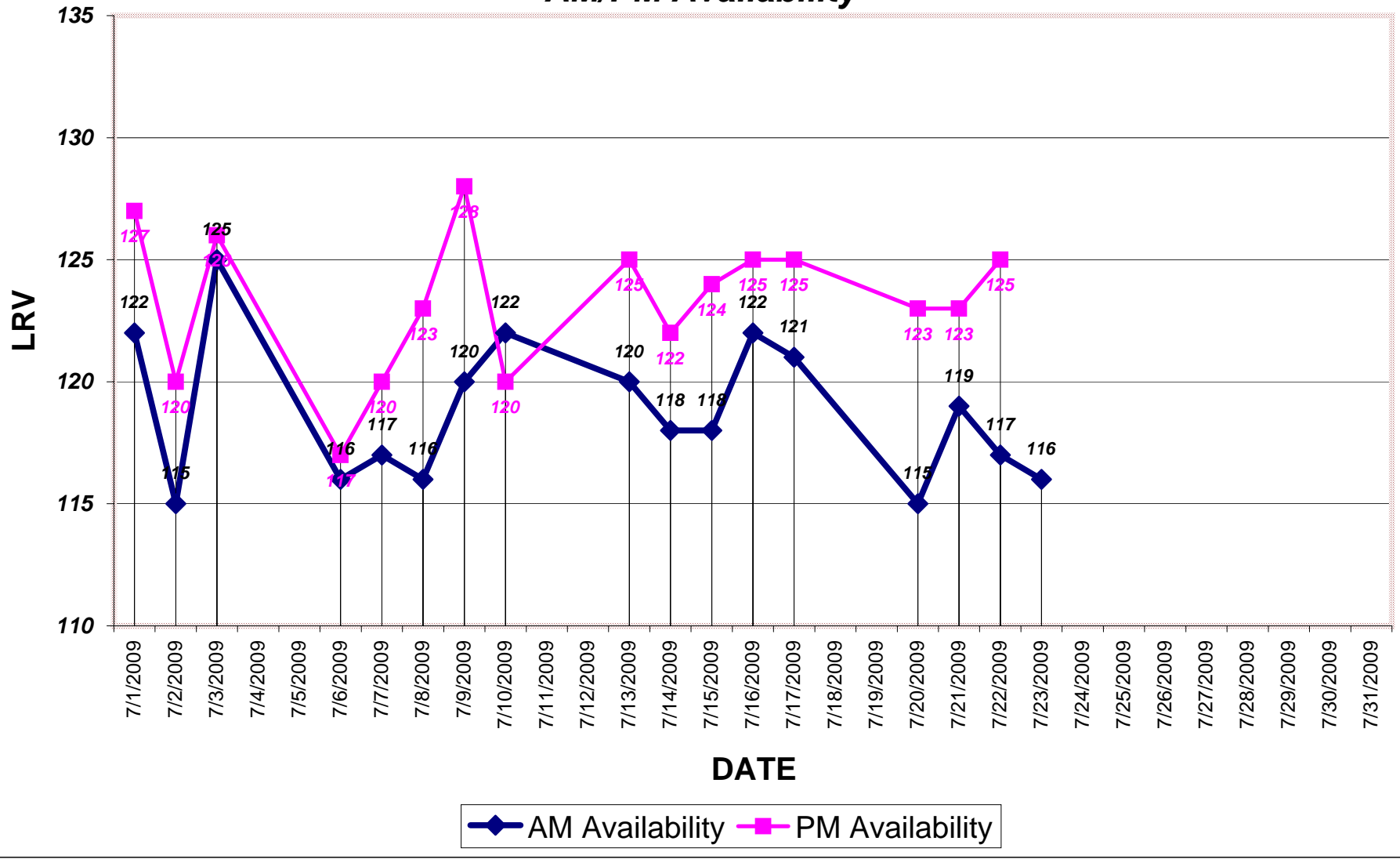
Wed Jul 22, 2009

| TIME DATE | CALL FROM DIVISION | To CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|----------------|---|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 09:15 07/22/09 | R OPERATOR WO | 35 | | 03 | 27 | 8427 | O^FARRELL & LEAVENWORTH (IB) | COACH & VAN ACCIDENT, NO INJURIES, NO DAMAGE TO COACH, RIGHT OUTSIDE MIRROR OF VAN BECAME DETATCH. VAN MOTORIST GAVE BUSINESS CARD AND LEFT THE SCENE, NAME: MORAN, LETTY. COMPANY: HANSEN BEVERAGE, LICENSE PLATE # 8K12631. | IB | 09:15 | 10:00 | 17 |
| | | | | | | 1058020 | INSP P. JONES CLEARED, VIDEO*, CLAIMS*, SYSTEM SAFETY*, ACTING 1M1 E. VICKERS* VEH DELAY: 00:45 | | | | | |
| 09:38 07/22/09 | R OPERATOR PR | 11 | 5 | 20 | 45 | 5312 | 3RD STREET & PERRY (OB) | WHEELCHAIR WILL NOT STOW. (PATRON ON IT). | OB | 09:38 | 09:53 | 17 |
| | | | | | | 1058048 | SFPD RESPONDED, OPERATOR CLEARED. VEH DELAY: 00:15 | | | | | |

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 |
| 00:17 07/22/09 | T POWER CONTROL | 25 | | | | | MISSION/SO VAN NESS & VAN NESS/CLAY (IB,OB,NB,SB,PI,PO) | REPORTS FEEDER F-21 OPENED AT REQUEST OF LINE TRUCK#818 FOREMAN. | IB LD | 00:17 00:15 | 00:49 | 25 |
| | | | | | | 1057964 | 30,49,6 LINE LSGP^S, 311* 49 LINE S/B I/O @ 11TH ST. INSP.GEETER, ALDANA, ESCOBAR CLEARED LINE DELAY: 00:34 | | | | | |
| 05:11 07/22/09 | R OPERATOR ME | 72 | 0 | 15 | N | 1480 | DUBOCE & CHURCH STREET (IB) | OVER-HEAD LINE (DOWN WIRES) NO POWER | IB LD | 05:11 05:11 | 06:44 06:44 | 20 |
| | | | | | | 1057978 | [LRV2=1490]SENIOR STAFF SAFETY*, OVERHEAD LINE DEPT # 818 & 859, 311*, F. ALEJANDRO*, T. KENNEDY*, J. TRUE*, T. ARANAS*, H. WONG*, T. LIPPS*, PHONE TREE, F. LUM*, S. BRITT*, J. KELLY*, MGR G. WILLIAMS, INSP UPCHURCH, MRU 4-S-48 & MRU 4-S-38 CLEARED. VEH DELAY: 01:33 LINE DELAY: 01:33 | | | | | |
| 08:31 07/22/09 | R OPERATOR CA | 40 | 2 | 1 | 60 | 7 | POWELL & MARKET (OB) | CROWN DIES | OB LD | 08:31 08:31 | 09:18 09:18 | 40 |
| | | | | | | 1058042 | 665 TOWED CAR IN SI CABLE CAR 15 @09:18 VEH DELAY: 00:47 LINE DELAY: 00:47 | | | | | |
| 17:37 07/22/09 | R OPERATOR ME | 87 | 3 | 76 | J | 1497 | MMT NEAR POCKET (OB) | ATCS | OB LD | 17:35 16:35 | 17:45 17:45 | 75 |
| | | | | | | 1058123 | MRU 4S44, OPERATOR CLEARED VEH DELAY: 00:10 LINE DELAY: 01:10 | | | | | |
| 22:58 07/22/09 | R OPERATOR CA | 25 | | 38 | 59 | 01 | POWELL & MARKET (OB) | BLOCKED BY SFPD/SFFD/MEDICS | OB LD | 22:58 22:58 | 23:37 23:37 | 25 |
| | | | | | | 1058160 | BEMNET CLEARED VEH DELAY: 00:39 LINE DELAY: 00:39 | | | | | |

LIGHT RAIL AM/PM Availability



| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| July 2009 | | | |
| 07/01/09 | WEDNESDAY | 122 | 127 |
| 07/02/09 | THURSDAY | 115 | 120 |
| 07/03/09 | FRIDAY | 125 | 126 |
| 07/06/09 | MONDAY | 116 | 117 |
| 07/07/09 | TUESDAY | 117 | 120 |
| 07/08/09 | WEDNESDAY | 116 | 123 |
| 07/09/09 | THURSDAY | 120 | 128 |
| 07/10/09 | FRIDAY | 122 | 120 |
| 07/13/09 | MONDAY | 120 | 125 |
| 07/14/09 | TUESDAY | 118 | 122 |
| 07/15/09 | WEDNESDAY | 118 | 124 |
| 07/16/09 | THURSDAY | 122 | 125 |
| 07/17/09 | FRIDAY | 121 | 125 |
| 07/20/09 | MONDAY | 115 | 123 |
| 07/21/09 | TUESDAY | 119 | 123 |
| 07/22/09 | WEDNESDAY | 117 | 125 |
| 07/23/09 | THURSDAY | 116 | |
| 07/24/09 | FRIDAY | | |
| 07/27/09 | MONDAY | | |
| 07/28/09 | TUESDAY | | |
| 07/29/09 | WEDNESDAY | | |
| 07/30/09 | THURSDAY | | |
| 07/31/09 | FRIDAY | | |

| | |
|--|--------------------------|
| | Maintenance Holds |
| Green Division Daily Maintenance Morning Status Report 7/223/2009 Thursday Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

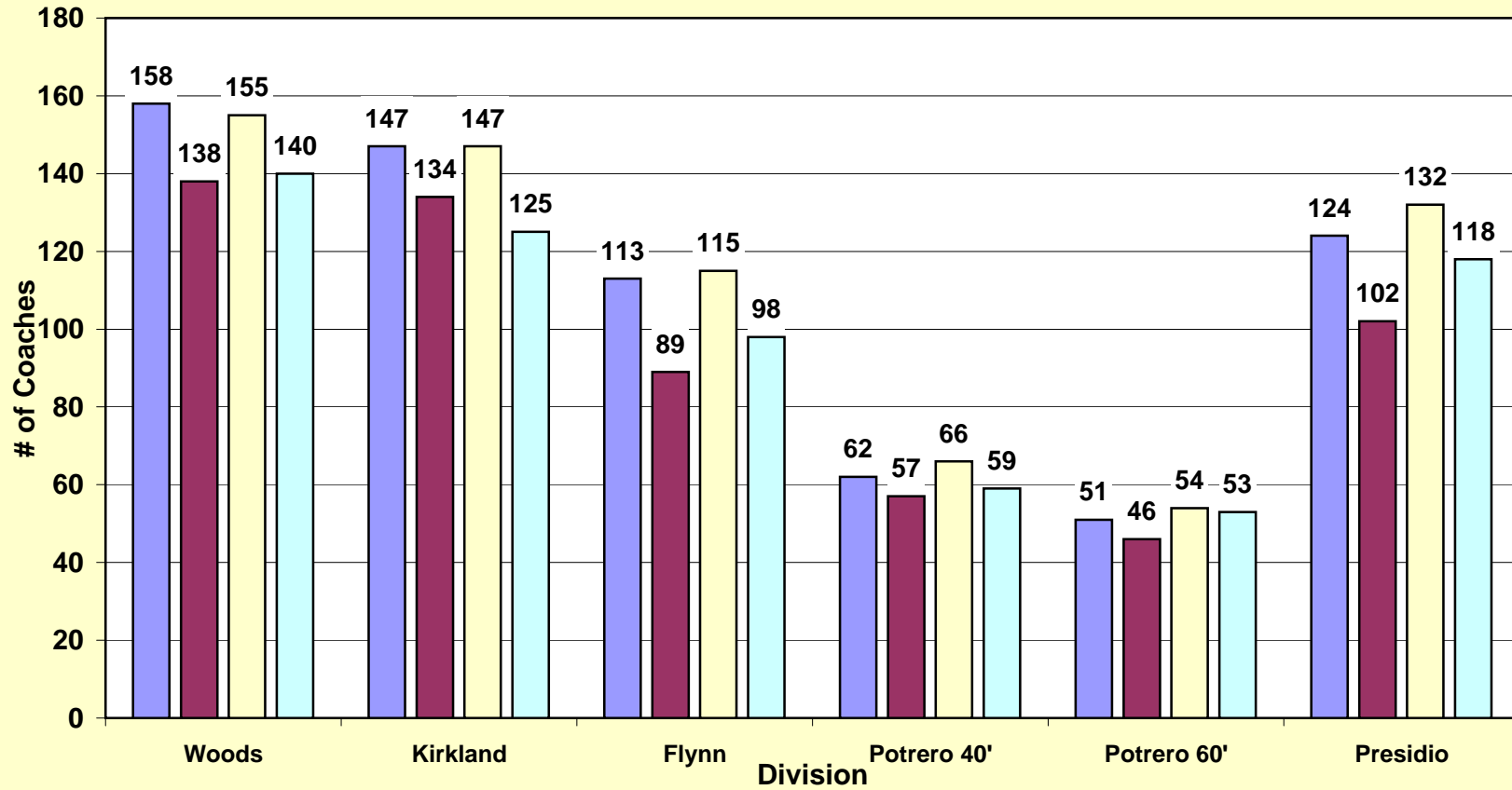
| | |
|-------------------|---|
| AIR SYSTEM | 0 |
| ATCS | 3 |
| BRAKE SYSTEM | 0 |
| COUPLER | 0 |
| DOORS / STEPS | 1 |
| HVAC / AIR COMF. | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 5 |
| TRUCK / FLAT | 0 |
| PM / WEEKLY | 4 |
| SUPPORT SHOP | 5 |
| BODY/PAINT SHOP | 3 |
| FLEET APPEARANCE | 0 |
| PARTS | 1 |
| DESTSIGN / ELECT. | 0 |
| ACCIDENT & DERAIL | 2 |
| BREDA / VENDOR | 0 |
| ENGR / PROJECT | 2 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 1 |

TOTAL **35**

| | LRV2/3 | PCC | Milan | Historic |
|---|---------------|------------|--------------|-----------------|
| Green Division Daily Maintenance Thursday 7/223/2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand | 114 | 13 | 4 | 3 |
| Maintenance Holds | 35 | 9 | 7 | 4 |
| Equipment available for service @ 7:30 a.m. | 116 | 12 | 3 | 4 |

Motor & Trolley Coaches Availability
A.M. 7/23/09 & 7/22/09 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 | | | | | | | | | |
| 7/23/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 138 | 137 | 95 | 370 | 61 | 50 | 102 | 213 | 583 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 4 | 1 | 6 | 11 | 2 | 1 | 2 | 5 | 16 |
| Campaigns / retrofits | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 3 |
| Maintenance Holds | 23 | 8 | 11 | 42 | 13 | 23 | 41 | 77 | 119 |
| Awaiting parts | 7 | 1 | 3 | 11 | 2 | 4 | 21 | 27 | 38 |
| Radio | 0 | 2 | 0 | 2 | 1 | 1 | 0 | 2 | 4 |
| Farebox | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| Equipment available for service @ 7:45 a.m. | 158 | 147 | 113 | 418 | 62 | 51 | 124 | 237 | 655 |
| Final a.m. pull-out | 138 | 134 | 89 | 361 | 57 | 46 | 102 | 205 | 566 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 3 | 3 | 3 |
| Operator not outs | 0 | 3 | 6 | 9 | 4 | 4 | 0 | 8 | 17 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 7/22/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 143 | 126 | 101 | 370 | 59 | 53 | 118 | 230 | 600 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 4 | 1 | 3 | 8 | 0 | 0 | 0 | 0 | 8 |
| Campaigns / retrofits | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 |
| Maintenance holds | 26 | 8 | 9 | 43 | 9 | 20 | 33 | 62 | 105 |
| Awaiting parts | 10 | 1 | 3 | 14 | 2 | 4 | 21 | 27 | 41 |
| Radio | 0 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 3 |
| Farebox | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| Equipment available for service @ 5:30 p.m. | 155 | 147 | 115 | 417 | 66 | 54 | 132 | 252 | 669 |
| Final p.m. pull-out | 140 | 125 | 98 | 363 | 59 | 53 | 118 | 230 | 593 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 2 | 2 | 2 |
| Operator not outs | 3 | 1 | 3 | 7 | 0 | 0 | 0 | 0 | 7 |

| | Schedul ed | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|---------------|----------------------|------------|-----------|---------------------|-------------------|----------------------|-------------|-------------|---------------------|-------------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: WEDNESDAY, JULY 22, 2009 | | | | | | | | | | | |
| Green | 245 | 47 | 13 | 9 | 15 | 10 | 19.2 | 5.3 | 3.7 | 6.1 | 4.1 |
| Cable Car | 129 | 25 | 8 | 3 | 11 | 3 | 19.4 | 6.2 | 2.3 | 8.5 | 2.3 |
| Potrero | 273 | 58 | 20 | 7 | 17 | 14 | 21.2 | 7.3 | 2.6 | 6.2 | 5.1 |
| Presidio | 213 | 32 | 11 | 5 | 9 | 7 | 15.0 | 5.2 | 2.3 | 4.2 | 3.3 |
| Kirkland | 253 | 50 | 14 | 9 | 17 | 10 | 19.8 | 5.5 | 3.6 | 6.7 | 4.0 |
| Woods | 311 | 61 | 18 | 8 | 22 | 13 | 19.6 | 5.8 | 2.6 | 7.1 | 4.2 |
| Flynn | 202 | 50 | 16 | 10 | 18 | 6 | 24.8 | 7.9 | 5.0 | 8.9 | 3.0 |
| Total | 1,626 | 323 | 100 | 51 | 109 | 63 | 19.9% | 6.2% | 3.1% | 6.7% | 3.9% |

Summary For The Last 7 Days

| | | | | | | | | | | | |
|----------------|-------|-----|-----|----|-----|----|-----|----|----|----|---|
| WEDNESDAY 7 15 | 1,631 | 323 | 117 | 47 | 103 | 56 | 20% | 7% | 3% | 6% | 3 |
| THURSDAY 7 16 | 1,626 | 349 | 125 | 46 | 107 | 71 | 21% | 8% | 3% | 7% | 4 |
| FRIDAY 7 17 | 1,677 | 373 | 147 | 47 | 103 | 76 | 22% | 9% | 3% | 6% | 5 |
| SATURDAY 7 18 | 1,118 | 278 | 92 | 32 | 86 | 68 | 25% | 8% | 3% | 8% | 6 |
| SUNDAY 7 19 | 1,060 | 244 | 82 | 29 | 88 | 45 | 23% | 8% | 3% | 8% | 4 |
| MONDAY 7 20 | 1,650 | 358 | 119 | 53 | 112 | 74 | 22% | 7% | 3% | 7% | 4 |
| TUESDAY 7 21 | 1,606 | 331 | 119 | 51 | 121 | 40 | 21% | 7% | 3% | 8% | 2 |

* **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.