



**Muni
Service Delivery
Daily Report**

Thursday, July 30, 2009





Content

• Baseball Game Service Summary	3
• Not outs for the a.m. rush hour	4
• Not outs for the p.m. rush hour	5
• Daily not outs & RDO report	6
• Accidents & line delays > 20 minutes	7
• Vehicles availability and maintenance reports	
Light Rail Vehicles Count (chart)	10
Light Rail Maintenance Hold	11
Light Rail Maintenance Available	12
Light Rail Maintenance Count	13
Motor & Trolley Buses Pull Outs (chart)	14
Motor & Trolley Buses Pull Outs (details)	15
• Operators absenteeism report	16

	Count	Time
Baseball Game Service Summary Report JULY 30, 2009		
ATTENDANCE: 36603 NUMBER OF PASSENGERS (appr.): 3110		
Trains pulled out - scheduled	6	
Trains pulled out - actual	4	
Pre-game inbound (IB) service		
Game started		19:15
First IB trip at Embarcadero		16:03
Last IB trip at Embarcadero		19:55
Number of special IB trips	8	
Number of regular IB trips	55	
Total pre-game trips	63	
Average IB headway		3:33
Standard deviation		2:38
Post-game outbound (OB) service		
Game ended		22:01
First OB trip at Embarcadero		22:03
Last OB trip at Embarcadero		22:48
Load completed		22:30
Trips to Castro	0	
Trips to Embarcadero	0	
J	0	
KT	3	
L	0	
M	2	
N	6	
Total post-game trips	11	
Average OB headway		4:23
Standard deviation		2:07

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

07 31 09 FRIDAY AM NOLO REPORT

Cable Car	0	0	0	0	
Flynn	0	0	0	0	
Kirkland	0	0		0	
Woods	1	0	0	0	NO 74X NOT OUTS 29=1
Potrero	3	0	1	1	30=1, 41=2
Presidio	0	0	0	0	
Metro	5	0	0		M=3, L=1, S=1
F line		0	0	0	
TOTAL	9	0	1	1	

Special Events

Division
REPORT DATA COMPILED AS OF - 0750HRS

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

WEDNESDAY 07 30 09 PM NOLO REPORT

Cable Car	0	0	0	0	
Flynn	2	0	0	0	1=9X 1=38
Kirkland	0	0	0	0	
Woods	2	0	0	0	1=52 1=54
Potrero	4	0	0	0	3=14 1=33
Presidio	3	0	0	0	1=1 1=4 1=31
Metro	0	1	0	0	1=M
F line	0	0	0	0	
TOTAL	11	1	0	0	

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 7/30/2009							
Revised 6/15/09							
Cable Car one-piece	0	4	0.0%	49	0	4	0.0%
Cable Car multi-piece	0		0.0%				
Flynn one-piece	1	5	2.6%	154	2	5	1.3%
Flynn multi-piece	2		2.9%				
Kirkland one-piece	0	0	0.0%	212	0	0	0.0%
Kirkland multi-piece	0		0.0%				
Woods one-piece	2	5	2.3%	251	3	5	1.2%
Woods multi-piece	2		2.0%				
Potrero one-piece	2	1	3.0%	212	5	1	2.4%
Potrero multi-piece	6		6.7%				
Presidio one-piece	1	4	1.9%	174	3	4	1.7%
Presidio multi-piece	4		4.7%				
Metro one-piece	2	6	3.0%	146	3	6	2.1%
Metro multi-piece	2		4.1%				
F Line one-piece	2	2	20.0%	33	2	2	6.1%
F Line multi-piece	0		0.0%				
System total				1231	18	27	1.5%

Accidents

Thu Jul 30, 2009

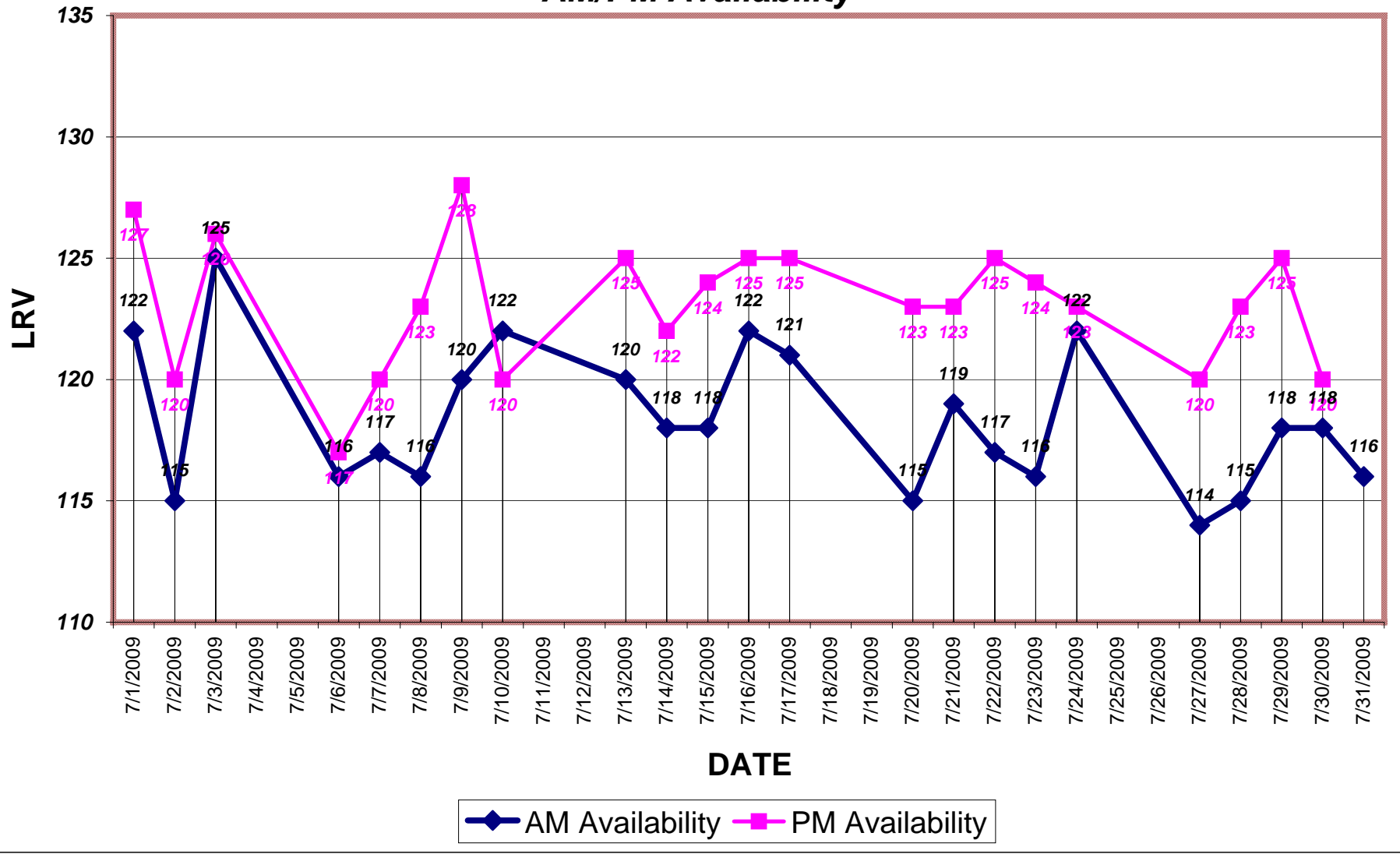
TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
01:17 07/30/09	R OPERATOR ME	13	2	138	M	1438	WEST PORTAL STATION (OB)	THREE INTRUDERS WALKING IN THE PORTAL	OB	01:17	01:20	13
				1059284		OPERATOR STOPPED NCT TRAIN AND OBSERVED INTRUDERS WALK IN AND OUT OF PORTAL. SFPD* CAD.# 0185. FOLLOWER 140/L/1470 INFORMED*. VEH DELAY: 00:03						
06:36 07/30/09	R OPERATOR WO	39	9	90	29	8430	KEITH & FITZGERALD (IB)	ACCIDENT COACH/VAN COLLIDED	IB	06:36	08:45	40
				1059322		INSP.T67 JOHNSON,T.C.,6A42*,1M2 ESPINOZA,M,* VIDEO*. K.ANDERSON,SYSTEM SAFETY, MODERATE DAMAGE TO RIGHT REAR OF COACH, VAN RIGHT FRONT MODERATE DAMAGE. NO 799. VEH DELAY: 02:09						
08:19 07/30/09	R OPERATOR PO	39	1	373	30	7126	NORTH POINT & VAN NESS (OB)	ACCIDENT COACH & TRUCK (MAJOR DAMAGE TO LEFT REAR OF COACH)	OB	08:19	10:09	39
				1059325		INSP L. BROWN, PRES #91, P&S TOWED, MANAGER ESPINOZA*, 6A42*, VIDEO*, OPERATOR 799, INSP P. JONES STAY WITH COACH, POLICE*, NO INJURY, N/R SI POTRERO N/R [EOR 08:20] VEH DELAY: 00:01						
10:30 07/30/09	R OPERATOR ME	23	8	5	L	1475	TARAVAL & 19TH AV. (OB)	ACCIDENT, LRV/AUTO (NO INJURIES)	OB	10:30	11:20	72
				1059326		[LRV2=1529]SYSTEM SAFETY* NO FORM 1 REQUIRED, NO 799, 3 MOTOR COACH SHUTTLES, SWITCHBACK OB TO IB AT ST FRANCIS CIRCLE, CLAIMS 6A42* INSP. D. CASTRO, R. DONALDSON, MGR. G. WILLIAMS* OPER WAS INTERVIEWED AT TARAVAL & 46TH AV. (HOLE), VIDEO* SI TARAVAL & 46TH AV. (HOLE) N/R [EOR 12:38] VEH DELAY: 02:08 LINE DELAY: 00:50						

TIME DATE	CALL FROM DIVISION	TO CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
12:53 07/30/09	T POWELL STATION ME	20					HALLIDIE PLAZA & ESCALATOR	65 YR OLD FEMALE PATRON SLIPPED AND FELL DOWN ON THE ESCALATOR, NO VISIBLE INJURIES.		12:53		87
							1059380	65 YR OLD FEMALE PATRTRON REFUSED AID @ 1200 HRS, CLAIMS*(6A42)*				
13:19 07/30/09	R OPERATOR PR	39	6	39	45	5547	STOCKTON & SACRAMENTO (IB)	INJURY ACCIDENT COACH & MOTORIST HAND (INJURED HAND)	IB	13:19	14:47	39
							1059400	INSP B. HENDERSON, MANAGER STUART, VIDEO*, 6A42*, MEDIC #18 TRANSPORTED MOTORIST TO KAISER HOSPITAL, SYSTEM SAFETY*, OPERATOR 799, INSP J. GIANG TRANSPORTED RESCUE OPERATOR, POLICE # 3A61, CASE # 090773273, BLOOD ON COACH,N/R SI PRESIDIO N/R [EOR 14:59] VEH DELAY: 01:40				
19:00 07/30/09	R OPERATOR PO	29	6	417	41	5428	UNION & OCTAVIA (IB)	ACCIDENT, COACH / AUTO	IB	19:00	19:50	16
							1059443	INSP. D. FONG CLEARED, MINOR DAMAGE TO COACH, NO (799), VIDEO* VEH DELAY: 00:50				
20:09 07/30/09	R OPERATOR FL	36	4	552	9X	6205	MARKET & 7TH STREET (IB)	RENDERING AID	IB	20:09	20:23	16
							1059445	INSP. B. HENDERSON, SFPD 3X-143 CLEARED VEH DELAY: 00:14				
22:40 07/30/09	R OPERATOR PO	23	9	481	49	7102	NORTH POINT & VAN NESS (OB)	ACCIDENT, COACH / AUTO	OB	22:58	23:40	16
							1059449	INSP. D. FONG, SFPD, NO INJURIES VEH DELAY: 00:42				
23:14 07/30/09	R OPERATOR PR	25	7	154	1	5633	CALIFORNIA BETWEEN 4TH AVE & 5TH AVE (IB)	ACCIDENT COACH & H/R AUTO	IB	23:14	23:40	25
							1059452	SFPD#13E CS#090775047, NO ARREST. INSP.GEEETER CLEARED VEH DELAY: 00:26				

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
07:20 07/30/09	R INSP R DONALD ME	74	3	049	N	1540	JUDAH ST & 48TH AVE (IB)	INSP REPORTED BURNING ELECTRICAL SMELL.	IB LD	07:18 07:18	11:38 11:38	87
				1059359			[LRV2=1466]INSP R DONALDSON, MRU 4S43 & 4S46 CLRD TO STRAIGHT/STORAGE & DEAD TOWED TO METRO YARD WITH LEAD CAR #1540 @ 1138 HRS. SI STRAIGHT/STORAGE TRACK N/R [EOR 09:50] VEH DELAY: 02:32 LINE DELAY: 04:20					
10:30 07/30/09	R OPERATOR ME	23	8	5	L	1475	TARAVAL & 19TH AV. (OB)	ACCIDENT, LRV/AUTO (NO INJURIES)	OB LD	10:30 10:30	11:20 11:20	72
				1059326			[LRV2=1529]SYSTEM SAFETY* NO FORM 1 REQUIRED, NO 799, 3 MOTOR COACH SHUTTLES, SWITCHBACK OB TO IB AT ST FRANCIS CIRCLE, CLAIMS 6A42* INSP. D. CASTRO, R. DONALDSON, MGR. G. WILLIAMS* OPER WAS INTERVIEWED AT TARAVAL & 46TH AV. (HOLE), VIDEO* SI TARAVAL & 46TH AV. (HOLE) N/R [EOR 12:38] VEH DELAY: 02:08 LINE DELAY: 00:50					
19:38 07/30/09	R OPERATOR ME	85	9	89	M	1441	WEST PORTAL BETWEEN 15TH STREET & SLOAT (IB)	LRV & AUTO ACCIDENT (MINOR) MID-BLOCK COLLISION	IB LD	19:38 19:38	20:04 20:04	86
				1059437			INSP.MCCRAY, INSP.GARCIA, INSP.WILLIAMS*, MRU 4S24 & MRU 4S37 CLEARED. CLAIMS* 6-A-01. NO INJURY REPORTED. VIDEO DEPT*. OPERATORS / PASSENGERS NOTIFIED. MGR.DELBARRIO*, SYSTEM SAFETY* NO CPUC FORM-R NOTIFICATION REQUIRED. S.LAU*, SENIOR STAFF NOTIFIED. SI GREEN N/R VEH DELAY: 00:26 LINE DELAY: 00:26					

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	124
07/24/09	FRIDAY	122	123
07/27/09	MONDAY	114	120
07/28/09	TUESDAY	115	123
07/29/09	WEDNESDAY	118	125
07/30/09	THURSDAY	118	120
07/31/09	FRIDAY	116	

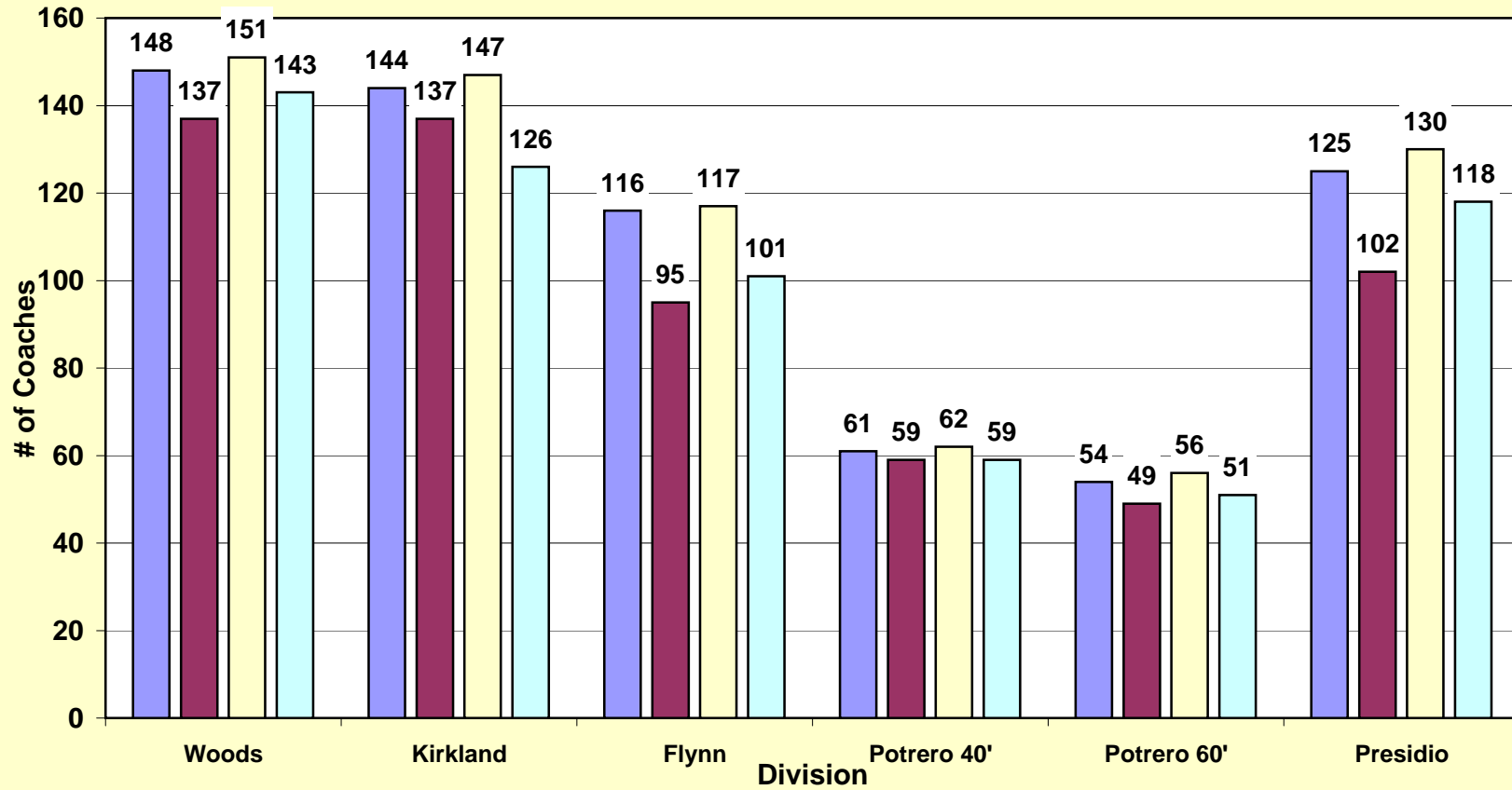
	Maintenance Holds
Green Division Daily Maintenance Morning Status Report 07/31/2009 Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m.	

AIR SYSTEM	0
ATCS	6
BRAKE SYSTEM	3
COUPLER	0
DOORS / STEPS	2
HVAC / AIR COMF.	0
LIGHT / MIRROR	0
PANTOGRAPHS	0
PROPULSION	0
TRUCK / FLAT	1
PM / WEEKLY	4
SUPPORT SHOP	5
BODY/PAINT SHOP	1
FLEET APPEARANCE	0
PARTS	1
DESTSIGN / ELECT.	1
ACCIDENT & DERAIL	3
BREDA / VENDOR	0
ENGR / PROJECT	1
LONG TERM HOLDS	8
QUALITY ASSURANCE	0

TOTAL **36**

Motor & Trolley Coaches Availability
A.M. 7/31/09 & 7/30/09 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									
7/31/09									
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	5	1	7	13	2	1	2	5	18
Campaigns / retrofits	0	0	0	0	0	0	6	6	6
Maintenance Holds	33	11	8	52	14	20	40	74	126
Awaiting parts	6	1	1	8	4	5	23	32	40
Radio	0	1	1	2	1	0	0	1	3
Farebox	0	0	3	3	0	0	0	0	3
Equipment available for service @ 7:45 a.m.	148	144	116	408	61	54	125	240	648
Final a.m. pull-out	137	137	95	369	59	49	102	210	579
Reserve fleet usage	1	0	0	1	0	0	0	0	1
Trolley hot body defects	N/A	N/A	N/A	N/A	0	0	1	1	1
Operator not outs	1	0	0	1	2	1	0	3	4
Afternoon (p.m.) availability									
7/30/09									
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	3	1	2	6	0	0	0	0	6
Campaigns / retrofits	0	0	0	0	0	5	8	13	13
Maintenance holds	30	8	7	45	13	18	35	66	111
Awaiting parts	5	1	1	7	4	5	22	31	38
Radio	0	1	0	1	1	0	0	1	2
Farebox	0	0	0	0	0	0	0	0	0
Equipment available for service @ 5:30 p.m.	151	147	117	415	62	56	130	248	663
Final p.m. pull-out	143	126	101	370	59	51	118	228	598
Reserve fleet usage	3	0	0	3	0	0	0	0	3
Trolley hot body defects	N/A	N/A	N/A	N/A	0	0	1	1	1
Operator not outs	0	0	0	0	0	2	0	2	2

	Schedul ed	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+
Full-Time Operators Absenteeism											
Day: THURSDAY, JULY 30, 2009											
Green	242	52	15	10	15	12	21.5	6.2	4.1	6.2	5.0
Cable Car	136	37	11	5	11	10	27.2	8.1	3.7	8.1	7.4
Potrero	273	54	14	7	19	14	19.8	5.1	2.6	7.0	5.1
Presidio	208	42	10	7	10	15	20.2	4.8	3.4	4.8	7.2
Kirkland	256	43	12	7	16	8	16.8	4.7	2.7	6.3	3.1
Woods	316	67	19	12	20	16	21.2	6.0	3.8	6.3	5.1
Flynn	204	49	14	8	20	7	24.0	6.9	3.9	9.8	3.4
Total	1,635	344	95	56	111	82	21.0%	5.8%	3.4%	6.8%	5.0%

Summary For The Last 7 Days

THURSDAY 7 23	1,624	355	116	53	113	73	22%	7%	3%	7%	4
FRIDAY 7 24	1,641	394	147	57	114	76	24%	9%	3%	7%	5
SATURDAY 7 25	1,116	294	108	36	90	60	26%	10%	3%	8%	5
SUNDAY 7 26	1,055	281	106	32	85	58	27%	10%	3%	8%	5
MONDAY 7 27	1,627	390	146	57	116	71	24%	9%	3%	7%	4
TUESDAY 7 28	1,612	348	112	55	116	65	22%	7%	3%	7%	4
WEDNESDAY 7 29	1,635	323	93	52	113	65	20%	6%	3%	7%	4

* **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.