

## DAILY SERVICE DELIVERY OVERVIEW

### TUESDAY, JUNE 28, 2011

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

|                    | SCHEDULED   | % PULLED OUT IN SERVICE | OPEN RUNS |           | RUNS WORKED AT OVER TIME |
|--------------------|-------------|-------------------------|-----------|-----------|--------------------------|
|                    |             |                         | <u>AM</u> | <u>PM</u> |                          |
| <b>SYSTEM WIDE</b> | <b>1174</b> | <b>94.0%</b>            | <b>36</b> | <b>35</b> | <b>72</b>                |

#### 2. VEHICLES AVAILABILITY

|                    | SCHEDULED  | AVAILABLE  | SPARE RATIO |
|--------------------|------------|------------|-------------|
| <b>LRV</b>         | <b>114</b> | <b>118</b> | <b>4%</b>   |
| <b>F-LINE</b>      | <b>20</b>  | <b>24</b>  | <b>20%</b>  |
| <b>CABLE CAR</b>   | <b>26</b>  | <b>27</b>  | <b>4%</b>   |
| <b>WOODS</b>       | <b>140</b> | <b>184</b> | <b>31%</b>  |
| <b>KIRKLAND</b>    | <b>111</b> | <b>125</b> | <b>13%</b>  |
| <b>FLYNN</b>       | <b>103</b> | <b>106</b> | <b>3%</b>   |
| <b>POTRERO 40'</b> | <b>49</b>  | <b>56</b>  | <b>14%</b>  |
| <b>POTRERO 60'</b> | <b>53</b>  | <b>38</b>  | <b>-28%</b> |
| <b>PRESIDIO</b>    | <b>103</b> | <b>120</b> | <b>17%</b>  |
| <b>TOTAL:</b>      | <b>719</b> | <b>798</b> | <b>11%</b>  |

### 3. OPERATORS' ABSENTEEISM:

|                  | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|------------------|--------------|-------------------|------|----------|-----------------|---------------|
| <b>Green</b>     | 194          | 48                | 8    | 8        | 18              | 14            |
| <b>Cable Car</b> | 114          | 26                | 3    | 3        | 10              | 10            |
| <b>Potrero</b>   | 230          | 54                | 13   | 5        | 23              | 13            |
| <b>Presidio</b>  | 186          | 45                | 6    | 9        | 20              | 10            |
| <b>Kirkland</b>  | 225          | 50                | 7    | 7        | 22              | 14            |
| <b>Woods</b>     | 338          | 66                | 12   | 9        | 26              | 19            |
| <b>Flynn</b>     | 203          | 52                | 10   | 10       | 20              | 12            |
| <b>TOTAL:</b>    | 1,490        | 341               | 59   | 51       | 139             | 92            |

### 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 |
| 08:00<br>06/28/11 | R OPERATOR FL      | 26    | 4043 | 451 | 1X   | 6404    | ARGUELLO & CALIFORNIA (OB)   | ACCIDENT, COACH AND AUTO   | OB       | 08:00          | 08:30          | 27 |
|                   |                    |       |      |     |      | 1178327 | INSP. LUM (1T62), SYSTEM SAFETY*, VIDEO*, 6A42*M, MINOR DAMAGE TO AUTO, NO DAMAGE TO COACH. VEH DELAY: 00:30   |  |          |                |                |    |
| 08:18<br>06/28/11 | R OPERATOR ME      | 78    | 1232 | 005 | N    | 1505    | 9TH AVE & JUDAH/IRVING ST (IB)   | ACCIDENT, LRV & TRUCK, MODERATE DISABLING DAMAGETO COUPLER #1505 | IB<br>LD | 08:18<br>08:18 | 08:41<br>08:41 | 85 |
|                   |                    |       |      |     |      | 1178319 | [LRV2=1524]INSP R DONALDSON & MRU 4S24 & 4S27 CLEARED TO DH TO MINT YARD, N-LINE SWITCH BACK CARL/HILLWAY & JUDAH ST/19TH AVE, BUS BRIDGE 3-MOTOR COACH SHUTTLES, MGR T JULIAN & INSP B UPCHURCH ASSISTED, 311 & STATION AGENTS*, VIDEO PULL, LSGP*, SS/SAFETY & RAILS* BY PHONE & PAGE. OPERATOR 799.N/R [EOR 12:45] VEH DELAY: 04:27 LINE DELAY: 00:23 |  |          |                |                |    |

**ACCIDENTS & DELAYS > 20 MINUTES:**

**ACCIDENTS - CONTINUES**

| TIME DATE         | CALL FROM DIVISION | TO CC | OP#  | RUN | LINE | VEH     | LOCATION  | NATURE OF OCCURRENCE ACTION TAKEN    | DELAY |       |       |    |
|-------------------|--------------------|-------|------|-----|------|---------|---|--------------------------------------|-------|-------|-------|----|
|                   |                    |       |      |     |      |         |   |                                      | DI    | START | END   | CC |
| 18:08<br>06/28/11 | R OPERATOR<br>WO   | 26    | 1875 | 275 | NX   | 2802    | BUSH & KEARNY (OB)  | COACH / AUTO COLLISION - NO INJURIES | OB    | 18:08 | 19:15 | 34 |
|                   |                    |       |      |     |      | 1178513 | INSP E. DENNIS CLEARED, VIDEO*, CLAIMS (6A50)*, SYSTEM SAFETY*, MINOR DAMAGE TO AUTO, MINOR DAMAGE TO COACH, NO 799 SI WOODS N/R VEH DELAY: 01:07 |                                      |       |       |       |    |

**DELAYS > 20 MINUTES:**

| TIME DATE         | CALL FROM DIVISION | TO CC | OP#  | RUN | LINE | VEH     | LOCATION  | NATURE OF OCCURRENCE ACTION TAKEN                                | DELAY    |                |                |    |
|-------------------|--------------------|-------|------|-----|------|---------|---|--|----------|----------------|----------------|----|
|                   |                    |       |      |     |      |         |   |  | DI       | START          | END            | CC |
| 08:18<br>06/28/11 | R OPERATOR<br>ME   | 78    | 1232 | 005 | N    | 1505    | 9TH AVE & JUDAH/IRVING ST (IB)  | ACCIDENT, LRV & TRUCK, MODERATE DISABLING DAMAGETO COUPLER #1505 | IB<br>LD | 08:18<br>08:18 | 08:41<br>08:41 | 85 |
|                   |                    |       |      |     |      | 1178319 | [LRV2=1524]INSP R DONALDSON & MRU 4S24 & 4S27 CLEARED TO DH TO MINT YARD, N-LINE SWITCH BACK CARL/HILLWAY & JUDAH ST/19TH AVE, BUS BRIDGE 3-MOTOR COACH SHUTTLES, MGR T JULIAN & INSP B UPCHURCH ASSISTED, 311 & STATION AGENTS*, VIDEO PULL, LSGP*, SS/SAFETY & RAILS* BY PHONE & PAGE.OPERATOR 799.N/R [EOR 12:45] VEH DELAY: 04:27 LINE DELAY: 00:23 |  |          |                |                |    |
| 08:36<br>06/28/11 | R OPERATOR<br>ME   | 87    | 1246 | 007 | KT   | 1508    | FERRY PORTAL LEFT & SIGNAL T-20 (OB)  | ATCS FAILED ENTRY  | OB<br>LD | 08:35<br>08:08 | 08:38<br>08:38 | 87 |
|                   |                    |       |      |     |      | 1178326 | OPERATOR & OCC CLEARED, OPERATOR SUCCESSFULLY GAINED AUTO MODE VEH DELAY: 00:03 LINE DELAY: 00:30   |  |          |                |                |    |
| 12:10<br>06/28/11 | R OPERATOR<br>CA   | 39    | 0722 | 1   | 60   | 23      | HYDE BETWEEN UNION & GREEN (IB,OB)  | BLOCKED BY TREE ON THE STREET                                    | IB<br>LD | 12:10<br>12:10 | 12:53<br>12:53 | 39 |
|                   |                    |       |      |     |      | 1178381 | INSP C. ALLEN, C/M, POLICE, FIRE TRUCK #16, 311*, D. BANBURY*, 4 SHUTTLES, HYDE LINE GOES TO MASON LINE AT POWELL & JACKSON OUTBOUND, D. PUGLISI*, T. JULIAN* VEH DELAY: 00:43 LINE DELAY: 00:43  |  |          |                |                |    |

**DELAYS > 20 MINUTES - CONTINUES:**

| TIME<br>DATE      | CALL FROM<br>DIVISION | To<br>CC | OP#  | RUN | LINE | VEH     | LOCATION  | NATURE OF OCCURRENCE<br>ACTION TAKEN | DELAY    |       |       |    |       |
|-------------------|-----------------------|----------|------|-----|------|---------|---|--------------------------------------|----------|-------|-------|----|-------|
|                   |                       |          |      |     |      |         |   |                                      | DI       | START | END   | CC |       |
| 12:58<br>06/28/11 | R OPERATOR<br>ME      | 78       | 1675 | 092 | KT   | 1518    | OCEAN<br>AVENUE & HWY<br>280 NORTH (IB)   | NO PERMISSIVE SIGNAL                 | IB<br>LD | 12:58 | 13:19 | 74 | 13:19 |
|                   |                       |          |      |     |      | 1178389 | INSP B UPCHURCH RESPONDED AND<br>CLEARED. METRO SHOP & SIGNAL<br>MAINTENANCE 501* VEH DELAY: 00:21 LINE<br>DELAY: 00:21 |                                      |          |       |       |    |       |