

Edwin M. Lee | Mayor  
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 Malcolm Heinicke | Director  
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#3 *REVISED*

**DAILY SERVICE DELIVERY OVERVIEW**

**FRIDAY, MAY 11, 2012**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			<u>AM</u>	<u>PM</u>	
<b>SYSTEM WIDE</b>	<b>1,218</b>	<b>95.7%</b>	<b>21</b>	<b>31</b>	<b>42</b>

**2. VEHICLES AVAILABILITY**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>111</b>	<b>-3%</b>
<b>F LINE</b>	<b>24</b>	<b>26</b>	<b>8%</b>
<b>CABLE CAR</b>	<b>27</b>	<b>28</b>	<b>4%</b>
<b>WOODS</b>	<b>154</b>	<b>182</b>	<b>18%</b>
<b>KIRKLAND</b>	<b>115</b>	<b>136</b>	<b>18%</b>
<b>FLYNN</b>	<b>103</b>	<b>109</b>	<b>6%</b>
<b>POTRERO 40'</b>	<b>49</b>	<b>53</b>	<b>8%</b>
<b>POTRERO 60'</b>	<b>40</b>	<b>46</b>	<b>15%</b>
<b>PRESIDIO</b>	<b>123</b>	<b>148</b>	<b>20%</b>
<b>TOTAL</b>	<b>749</b>	<b>839</b>	<b>12%</b>



### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	121	29	9	8	12	0
Flynn	196	35	13	6	15	1
Green	222	46	25	11	9	1
Kirkland	198	27	13	6	7	1
Potrero	232	38	17	7	12	2
Presidio	212	32	10	10	11	1
Woods	349	48	17	8	22	1
<b>TOTAL</b>	<b>1,530</b>	<b>255</b>	<b>104</b>	<b>56</b>	<b>88</b>	<b>7</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
01:49 05/11/12				2500 MARIPOSA & UPPER YARD (PO)	VANDALISM (GRAFFITI)	01:49	02:28
			1230781	INSP. D.FONG, A. VELACRUZ, SFPD 3D-16E CLEARED, CASE # 121-320-187, NO ARREST, 21 COACHES ON TRACKS 30 THRU 34 WERE VANDALIZED VEH DELAY: 00:39			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
06:38 05/11/12	38	45	5634	5TH STREET & STEVENSON (IB)	ALLEGED TROLLEY POLES STRUCK PEDSTRAIN, AID REFUSED	06:38	07:07
					<b>1230719</b>		
10:38 05/11/12	610	28	8007	19TH AVENUE & SLOAT (IB)	NON INJURY ACCIDENT COACH/AUTO	10:38	11:36
					<b>1230809</b>		
12:14 05/11/12	120	30	5529	VAN NESS & NORTH POINT (IB)	ACCIDENT (COACH / AUTO), NO INJURY	12:14	13:00
					<b>1230821</b>		
17:39 05/11/12	521	38	6207	MAIN BETWEEN FOLSOM & HOWARD (OB)	OP SICK ON RUN	17:37	18:47
					<b>1230904</b>		
18:15 05/11/12	184	9	8116	STEUART & MISSION (OB)	OP SICK ON RUN	18:15	19:05
					<b>1230915</b>		
18:16 05/11/12	414	14	7131	MISSION & 6TH STREET (IB)	ACCIDENT (COACH / AUTO), NO INJURY.	18:16	19:39
					<b>1230908</b>		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
18:26 05/11/12	508	38	6243	GEARY & 28TH AVE (OB)	FALL ALIGHTING (AID REFUSED, PASS LEFT SCENE)	18:26	19:06
					INSP GEETER, A (1T62B) RESP, AID REFUSED, NO 799. SYSTEM SAFETY*, VIDEO*, CLAIMS 6A45* <b>VEH DELAY: 00:40</b>		
23:00 05/11/12	737	12	8215	24TH STREET & MISSION (IB)	VANDALISM (GRAFFITI)	23:00	23:26
					INSP. M. PORTER CLEARED, SFPD*, VIDEO*, END OF RUN SI KIRKLAND N/R [EOR 23:36] <b>VEH DELAY: 00:36</b>		

### Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
12:53 05/11/12	080	J	1410	SAN JOSE AVENUE & COTTER ST (OB)	LOW AIR PRESSURE	12:53	13:16
					SENIOR STAFF NOTIFIED. INSPECTOR^S CADELINA (4C52), CHAVEZ (4T40B) AND MRU 4S28 RESPONDED AND CLEARED. SI GREEN N/R [EOR 14:27] <b>VEH DELAY: 01:34 LINE DELAY: 00:23</b>	12:53	13:16
19:38 05/11/12	133	L	1419	BROAD BETWEEN PLYMOUTH & CAPITAL (OB,PI)	BLOCKED BY POLICE ACTIVITY	19:38	20:15
					INSP.PITTS, INSP.CHAVEZ CLEARED. BLOCKED IB & OB. OPERATORS SWITCHBACK AT ST.FRANCIS CIRCLE OB-IB. 3 SHUTTLES. 311 CALL CENTER*. SENIOR STAFF/SAFETY/RAILS* UPAGED. D.PUGLISI*. LMC*, OPERATORS & PASSENGERS NOTIFIED. P. ROSE*. <b>VEH DELAY: 00:37 LINE DELAY: 02:42</b>	19:38	22:20