

Edwin M. Lee | Mayor
 Tom Nolan | Chairman
 Cheryl Brinkman | Vice-Chairman
 Leona Bridges | Director
 Malcolm Heinicke | Director
 Jerry Lee | Director
 Joél Ramos | Director
 Edward D. Reiskin | Director of Transportation

DAILY SERVICE DELIVERY OVERVIEW

MONDAY, MAY 14, 2012

1. RUNS PULLED OUT- IN SERVICE

| | SCHEDULED | PULLED OUT IN SERVICE | OPEN | | WORKED ON DAY OFF |
|--------------------|-----------|--------------------------|------|----|----------------------|
| | | | AM | PM | |
| SYSTEM WIDE | 1,246 | 97.0% | 21 | 17 | 43 |

2. VEHICLES AVAILABILITY

Afternoon Peak

| | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|-----------|-------------|
| LRV | 114 | 110 | -4% |
| F LINE | 24 | 23 | -4% |
| CABLE CAR | 27 | 23 | -15% |
| WOODS | 154 | 189 | 23% |
| KIRKLAND | 115 | 135 | 17% |
| FLYNN | 103 | 109 | 6% |
| POTRERO 40' | 49 | 58 | 18% |
| POTRERO 60' | 40 | 47 | 18% |
| PRESIDIO | 123 | 145 | 18% |
| TOTAL | 749 | 839 | 12% |



3. OPERATORS' ABSENTEEISM

| | Scheduled WF | Total Unavailable | Sick | Vacation | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car | 122 | 23 | 6 | 2 | 12 | 3 |
| Flynn | 194 | 39 | 15 | 5 | 17 | 2 |
| Green | 217 | 49 | 22 | 11 | 15 | 1 |
| Kirkland | 197 | 26 | 11 | 7 | 7 | 1 |
| Potrero | 224 | 30 | 9 | 9 | 10 | 2 |
| Presidio | 216 | 29 | 10 | 10 | 7 | 2 |
| Woods | 349 | 51 | 20 | 12 | 18 | 1 |
| TOTAL | 1,519 | 247 | 93 | 56 | 86 | 12 |

4. ACCIDENTS & DELAYS

Accidents

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|-------------------------------|--|-------|-------|
| | | | | | Action Taken | Start | End |
| 03:04 05/14/12 | 483 | 22 | 5470 | 20TH STREET & 3RD STREET (IB) | RENDERING AID LOST SENIOR | 03:04 | 03:12 |
| | | | | 1231116 | INSP A. VELACRUZ RESP SFPD 3C11E RESP VEH DELAY: 00:08 | | |
| 08:27 05/14/12 | 33 | 21 | 5590 | HAYES & FILLMORE (IB) | ILL OPERATOR | 08:27 | 09:35 |
| | | | | 1231142 | INSP B. LUM (1T62A)*, INSP A. WONG (1C14) RESPONDED, SYS/SAFETY*, CLAIMS 6A48*, PEER ASST*, WORK COMP*, DISP*, RESCUE OP #1658, VEH DELAY: 01:08 | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|-----------------------------------|--|-------|-------|
| | | | | | Action Taken | Start | End |
| 09:40 05/14/12 | 34 | 30 | 5537 | MARKET & 5TH STREET (OB) | EMERGENCY ALARM | 09:40 | 10:00 |
| | | | | | 1231145 | | |
| 15:56 05/14/12 | 432 | 14 | 7125 | MISSION & GENEVA (IB) | VEHICLE ACCIDENT COACH / AUTO | 15:56 | 17:00 |
| | | | | | 1231230 | | |
| 17:24 05/14/12 | 574 | 14L | 6240 | SOUTH VAN NESS & 24TH STREET (IB) | FALL ALIGHTING | 17:25 | 18:13 |
| | | | | | 1231233 | | |
| 18:48 05/14/12 | 737 | 12 | 8302 | 2ND STREET & HARRISSON (OB) | VEHICLE ACCIDENT COACH / TAXI | 18:48 | 20:05 |
| | | | | | 1231253 | | |
| 23:30 05/14/12 | | | | POWELL STATION & PLATFORM (IB,OB) | PATRON REQUESTED AN AMBULANCE. RENDERING AID | 23:30 | 23:43 |
| | | | | | 1231243 | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|--------------------------|--|-------|-------|
| | | | | | Action Taken | Start | End |
| 23:38 05/14/12 | 965 | N | 1547 | JUDAH & 34TH AVENUE (OB) | LRV & AUTO ACCIDENT / INTOXICATED MOTORIST REAR ENDED LRV#1521 | 23:38 | 00:27 |
| | | | | | [LRV2=1521]SFPD CAD.#3583. SFFD ENGINE #23, SFPD UNIT.#3111D ARRESTED MOTORIST FOR DUI. AMR MEDIC #10 TRANSPORTED TO SFGH. SFPD CASE.#120-384-215. CLAIMS* 6-A-47. SYSTEM SAFETY*, INSP.MCCRAY CLEARED. MRU 4S43. NO PASSENGERS CLAIMING INJURIES. D.PUGLISI*, 311 CALL CENTER*, CAROL WOLTHER*, VIDEO PULL REQUESTED. SENIOR STAFF/SAFETY/RAILS* UPAGED. OPERATORS & PASSENGERS NOTIFIED. N-LINE SWITCHBACK AT JUDAH & 19TH AVENUE OB-IB. SHUTTLES. INSP.PITTS*, NO POST ACCIDENT 799. SI GREEN N/R VEH DELAY: 00:49 LINE DELAY: 00:49 | 23:38 | 00:27 |

Line Delays > 20 Minutes

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|-----------|-----------------------------|--|----------------|----------------|
| | | | | | Action Taken | Start | End |
| 09:21 05/14/12 | 19 | J | 1464 | 30 TH STREET & DELORES (IB) | NON MUNI INJURY ACCIDENT | 09:21 09:21 | 10:08 10:08 |
| | | | | | LSGP*, ADGP*, STATION AGENTS*, PHONE TREE, 311*, INSP F CADELINA CLEARED VEH DELAY: 00:47 LINE DELAY: 00:47 | | |
| 09:39 05/14/12 | 170 | F | 1059 | (IB) | BLOCKED BY NON-MUNI ACCIDENT | 09:39 09:39 | 10:11 10:11 |
| | | | | | LSGP*, ADGP*, INSP F CADELINA CLEARED VEH DELAY: 00:32 LINE DELAY: 00:32 | | |
| 23:38 05/14/12 | 113 | N | 1478 | JUDAH & 34TH AVENUE (OB) | BLOCKED BY LRV & AUTO ACCIDENT | 23:38 23:38 | 00:30 00:27 |
| | | | | | [LRV2=1438]SFPD CAD.#3583. SFFD ENGINE #23, SFPD UNIT.#3111D ARRESTED MOTORIST FOR DUI. AMR MEDIC #10 TRANSPORTED TO SFGH. SFPD CASE.#120-384-215. CLAIMS* 6-A-47. SYSTEM SAFETY*, INSP.MCCRAY CLEARED. MRU 4S43. NO PASSENGERS CLAIMING INJURIES. D.PUGLISI*, 311 CALL CENTER*, CAROL WOLTHER*, VIDEO PULL REQUESTED. SENIOR STAFF/SAFETY/RAILS* UPAGED. OPERATORS & PASSENGERS NOTIFIED. N-LINE SWITCHBACK AT JUDAH & 19TH AVENUE OB-IB. SHUTTLES. INSP.PITTS*, N/R [EOR 00:41] VEH DELAY: 01:03 LINE DELAY: 00:49 | | |
| 23:38 05/14/12 | 119 | N | 1442 | JUDAH & 32TH AVENUE (OB) | BLOCKED BY LRV & AUTO ACCIDENT. SEE CENTRAL CONTROL TAG#1231309 | 00:15 23:38 | 00:27 00:27 |
| | | | | | [LRV2=1405]SFPD CAD.#3583. SFFD ENGINE #23, SFPD UNIT.#3111D ARRESTED MOTORIST FOR DUI. AMR MEDIC #10 TRANSPORTED TO SFGH. SFPD CASE.#120-384-215. CLAIMS* 6-A-47. SYSTEM SAFETY*, INSP.MCCRAY CLEARED. MRU 4S43. NO PASSENGERS CLAIMING INJURIES. D.PUGLISI*, 311 CALL CENTER*, CAROL WOLTHER*, VIDEO PULL REQUESTED. SENIOR STAFF/SAFETY/RAILS* UPAGED. OPERATORS & PASSENGERS NOTIFIED. N-LINE SWITCHBACK AT JUDAH & 19TH AVENUE OB-IB. SHUTTLES. INSP.PITTS*, VEH DELAY: 00:12 LINE DELAY: 00:49 | | |

| Time Date | Run | Line | Vehicle # | Location | Nature of Occurrence | Delay | |
|-------------------|-----|------|----------------|--|---|-------|-------|
| | | | | | Action Taken | Start | End |
| 23:38 05/14/12 | 965 | N | 1547 | JUDAH & 34TH AVENUE (OB) | LRV & AUTO ACCIDENT / INTOXICATED MOTORIST REAR ENDED LRV#1521 | 23:38 | 00:27 |
| | | | | | | 23:38 | 00:27 |
| | | | 1231309 | [LRV2=1521]SFPD CAD.#3583. SFFD ENGINE #23, SFPD UNIT.#3111D ARRESTED MOTORIST FOR DUI. AMR MEDIC #10 TRANSPORTED TO SFGH. SFPD CASE.#120-384-215. CLAIMS* 6-A-47. SYSTEM SAFETY*, INSP.MCCRAY CLEARED. MRU 4S43. NO PASSENGERS CLAIMING INJURIES. D.PUGLISI*, 311 CALL CENTER*, CAROL WOLTHER*, VIDEO PULL REQUESTED. SENIOR STAFF/SAFETY/RAILS* UPAGED. OPERATORS & PASSENGERS NOTIFIED. N-LINE SWITCHBACK AT JUDAH & 19TH AVENUE OB-IB. SHUTTLES. INSP.PITTS*, NO POST ACCIDENT 799. SI GREEN N/R VEH DELAY: 00:49 LINE DELAY: 00:49 | | | |
| 23:44 05/14/12 | 118 | N | 1476 | JUDAH & 19TH AVENUE (OB) | BLOCKED BY LRV & AUTO ACCIDENT. SEE CENTRAL CONTROL TAG#1231309 | 23:45 | 23:55 |
| | | | | | | 23:38 | 00:27 |
| | | | 1231314 | [LRV2=1537]SFPD CAD.#3583. SFFD ENGINE #23, SFPD UNIT.#3111D ARRESTED MOTORIST FOR DUI. AMR MEDIC #10 TRANSPORTED TO SFGH. SFPD CASE.#120-384-215. CLAIMS* 6-A-47. SYSTEM SAFETY*, INSP.MCCRAY CLEARED. MRU 4S43. NO PASSENGERS CLAIMING INJURIES. D.PUGLISI*, 311 CALL CENTER*, CAROL WOLTHER*, VIDEO PULL REQUESTED. SENIOR STAFF/SAFETY/RAILS* UPAGED. OPERATORS & PASSENGERS NOTIFIED. N-LINE SWITCHBACK AT JUDAH & 19TH AVENUE OB-IB. SHUTTLES. INSP.PITTS*, VEH DELAY: 00:10 LINE DELAY: 00:49 | | | |

5. NX Bus Express

| Ridership | Counts |
|------------------|--------------|
| | |
| Morning | 651 |
| Afternoon | 792 |
| TOTAL | 1,443 |

| Vehicle Availability | SCHEDULED DEMAND | AVAILABLE | SPARE RATIO |
|----------------------|------------------|-----------|-------------|
| | | | |
| Morning | 9 | 9 | 0% |
| Afternoon | 8 | 14 | 75% |