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**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, MAY 24, 2012**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	1,246	96.1%	27	22	61

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	112	-2%
<b>F LINE</b>	24	24	0%
<b>CABLE CAR</b>	27	27	0%
<b>WOODS</b>	154	187	21%
<b>KIRKLAND</b>	115	132	15%
<b>FLYNN</b>	103	111	8%
<b>POTRERO 40'</b>	49	57	16%
<b>POTRERO 60'</b>	40	46	15%
<b>PRESIDIO</b>	123	139	13%
<b>TOTAL</b>	749	835	11%



### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	127	25	9	6	10	0
Flynn	195	48	20	11	17	0
Green	221	51	22	15	13	1
Kirkland	199	28	8	10	10	0
Potrero	225	30	11	10	7	2
Presidio	211	42	15	16	11	0
Woods	345	55	20	13	22	0
<b>TOTAL</b>	<b>1,523</b>	<b>279</b>	<b>105</b>	<b>81</b>	<b>90</b>	<b>3</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
00:50 05/24/12	230	44	8192	SILVER & TOPEKA (OB)	ALLEGED ROBBERY	00:50	01:03
				1232755	OPERATOR LEFT BEFORE INSPECTOR ARRIVED INSP A. ESCOBAR* SFPD RESP VEH DELAY: 00:13		
07:41 05/24/12				EMBARCA DERO PLATFORM	FEMALE FAINTED, FELL OFF SCALATOR,	07:41	08:02
				1232789	MATT VIDEO*, CLAIMS, 6A46, SYSTEM SAFETY*, UC MEDICAL CENTER, MEDIC 93 VEH DELAY: 00:21		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
07:58 05/24/12	321	22	5470	FILLMORE & BAY (OB)	DIRTY COACH	07:55	08:25
				<b>1232703</b>	INSP L BROWN; SFPD E111 RESP. KING AMERICA #5 CLEARED. SI POTRERO 5470 @09:49 <b>VEH DELAY: 01:54</b>		
11:52 05/24/12	706	19	8201	LARKIN & GOLDEN GATE (IB)	718 - HIT AND RUN - ORANGE VAN PLATE #8T47418	11:52 <b>12:05</b>	<b>12:25</b>
				<b>1232829</b>	INSPECTOR R. STANTON 1T60 RESPONDED - NO DAMAGE, NO 799 SYSTEM SAFETY*, CLAIMS*, VIDEO*, JAMES STUART* <b>LINE DELAY: 00:20</b>		
11:52 05/24/12	706	19	8201	LARKIN & GOLDEN GATE (IB)	725 - FALL ON BOARD	11:52 <b>11:52</b>	<b>12:25</b>
				<b>1232832</b>	INSPECTOR R. STANTON 1T60 RESPONDED - NO 799 - MEDIC 65 RESPONDED SYSTEM SAFETY*, CLAIMS*, VIDEO*, JAMES STUART* - NO TRANSPORT <b>LINE DELAY: 00:33</b>		
12:17 05/24/12	612	2	8206	SUTTER & GOUGH (OB)	FALL BOARDING - INJURY	12:17	13:47
				<b>1232836</b>	INSPECTOR A. BANIAS CLEARED, INSPECTOR J. GIANG RESPONDED, RELIEF OPERATOR #2226 RESPONDED, AMERICAN MEDICAL RESPONSE AMBULANCE #5 RESPONDED, KIRKLAND DISPATCHER*, CLAIMS (6A46)*, VIDEO*, SYSTEM SAFETY*, PASSENGER TRANSPORTED TO CALIFORNIA PACIFIC MEDICAL CENTER, OPERATOR 799 <b>VEH DELAY: 01:30</b>		
12:48 05/24/12	492	8X	6211	GENEVA & MISSION (OB)	FALL ALIGHTING (NO INJURIES REPORTED) - FOOT STUCK IN MIDDLE DOORS WHILE EXITING	12:48	13:35
				<b>1232800</b>	INSPECTOR E. MORRIS CLEARED, SFFD ENGINE #43 - CAD #167 RESPONDED, VIDEO*, CLAIMS (6A46)*, PASSENGER LEFT SCENE BEFORE ASSISTANCE ARRIVED, NO 799 <b>VEH DELAY: 00:47</b>		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
14:01 05/24/12	357	14	7049	MISSION & 13TH STREET (IB)	STUCK WHEELCHAIR LIFT WITH PASSENGER - NO INJURIES REPORTED	14:01	14:15
				<b>1232802</b>	INSPECTOR A. MCDANIEL CLEARED, SFFD ENGINE #36 REPONDED, OPERATOR INSTRUCTED NOT TO USE WHEELCHAIR LIFT FOR REST OF SHIFT <b>VEH DELAY: 00:14</b>		
16:23 05/24/12	162	48	8128	PORTOLA & DIAMOND HEIGHTS (OB)	COACH / AUTO ACCIDENT - NO INJURIES REPORTED	16:23	17:30
				<b>1232860</b>	INSPECTOR C. SOLINGER CLEARED, SYSTEM SAFETY*, VIDEO*, CLAIMS (6A48)*, A. ANDREWS (4M3)*, MINOR DAMAGE TO COACH, MODERATE DAMAGE TO AUTO, NO 799 <b>VEH DELAY: 01:07</b>		
16:35 05/24/12	407	22	5466	FILLMORE & PINE (IB)	POLICE REQUEST COACH STOPPED	16:35	16:50
				<b>1232859</b>	SFPD CLEARED, INSPECTOR L. BROWN RESPONDED, VIDEO* <b>VEH DELAY: 00:15</b>		
17:58 05/24/12	384	22	5403	FILLMORE & JACKSON (OB)	OPERATOR DID NOT PROPERLY RACK TROLLEY POLES, TROLLEY POLES SWUNG AT OVERHEAD TRUCK - NO INJURIES REPORTED	17:58	18:26
				<b>1232900</b>	INSPECTOR J. GIANG CLEARED, VIDEO* <b>VEH DELAY: 00:28</b>		
18:34 05/24/12	107	5	5609	BEALE BETWEEN MISSION & MAIN (OB)	OPERATOR INTERVIEW - NO INJURIES REPORTED, SICK ON RUN	18:34	20:10
				<b>1232907</b>	INSPECTOR M. PORTER CLEARED, INSPECTOR A. MCDANIEL*, INSPECTOR A. GEETER RESPONDED, ANDREWS (4M3)*, PRESIDIO DISPATCHER*, RESCUE OPERATOR #3535 RESPONDED, SEE OCC #1232874 <b>VEH DELAY: 01:36</b>		

## Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
05:35 05/24/12	476	14	7107	MISSION & 9TH ST (IB)	POLE IN OVERHEAD OPEN FEEDER CC# 15	05:05 05:06	05:51 05:35
			<b>1232758</b>	INSP HENDERSON & ESCOBER. OH 818. POT 093.BROKEN HANGER.REROUTE 14 LINE VIA MARKET 11TH TO 4TH IB. OB 3RD TO 11TH. <b>VEH DELAY: 00:46 LINE DELAY: 00:29</b>			
10:52 05/24/12	94	1	5579	SACRAMENTO & FILLMORE (IB)	DEFECTIVE RETRIEVER	10:52 10:52	11:46
			<b>1232783</b>	92 RESPONDED AND REPAIRED - BACK IN SERVICE <b>LINE DELAY: 00:54</b>			
11:52 05/24/12	706	19	8201	LARKIN & GOLDEN GATE (IB)	725 - FALL ON BOARD	11:52 11:52	12:25
			<b>1232832</b>	INSPECTOR R. STANTON 1T60 RESPONDED - NO 799 - MEDIC 65 RESPONDED SYSTEM SAFETY*,CLAIMS*,VIDEO*, JAMES STUART* - NO TRANSPORT <b>LINE DELAY: 00:33</b>			
11:58 05/24/12	709	10	8339	PACIFIC & LEAVENWORTH (IB)	LIFT STUCK	11:58 11:58	12:56
			<b>1232834</b>	855 RESPONDED AND CLEARED - LIFT IS DEFECTIVE SI KIRKLAND N/R [EOR 11:58] <b>LINE DELAY: 00:58</b>			
13:12 05/24/12	45	KT	1507	OCEAN & FAXON (IB)	NON-MUNI ACCIDENT BLOCKING	13:12 13:12	13:36 13:36
			<b>1232838</b>	ROUTE TO M LINE AT 1329 HOURS; MOTOR COACH SHUTTLES; ANNOUNCEMENTS; <b>VEH DELAY: 00:24 LINE DELAY: 00:24</b>			
14:43 05/24/12	029	KT	1477	METRO TERMINAL (IB)	OPERATOR ABANDONED VEHICLE	14:43 14:43	15:04 15:04
			<b>1232866</b>	METRO SHOP PULLED IN THE CAR; NO INSPECTOR AT METRO; <b>VEH DELAY: 00:21 LINE DELAY: 00:21</b>			
15:33 05/24/12	92	L	1538	VAN NESS (OB)	DOORS	15:33 15:33	16:37 16:37
			<b>1232856</b>	[LRV2=1408]INSPECTOR PITTS (4T41) NOTIFIED. OPERATOR CLEARED. <b>VEH DELAY: 01:04 LINE DELAY: 01:04</b>			