

**DAILY SERVICE DELIVERY OVERVIEW**

**FRIDAY, NOVEMBER 11, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	1,199	97.9%	9	16	45

**2. VEHICLES AVAILABILITY**

Morning Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	114	0%
<b>F LINE</b>	20	28	40%
<b>CABLE CAR</b>	27	28	4%
<b>WOODS</b>	151	191	26%
<b>KIRKLAND</b>	111	128	15%
<b>FLYNN</b>	103	107	4%
<b>POTRERO 40'</b>	44	66	50%
<b>POTRERO 60'</b>	47	35	-26%
<b>PRESIDIO</b>	105	117	11%
<b>TOTAL</b>	722	814	13%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	166	15	2	6	2	5
Flynn	272	28	9	6	8	5
Green	300	28	15	5	4	4
Kirkland	299	32	6	6	6	14
Potrero	346	35	12	5	0	18
Presidio	249	28	7	8	6	7
Woods	474	62	29	9	12	12
<b>TOTAL</b>	<b>2,106</b>	<b>228</b>	<b>80</b>	<b>45</b>	<b>38</b>	<b>65</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:05 11/11/11	379	49	VAN NESS & NORTH POINT (OB)	RUNNAWAY COACH ( NO INJURIES )	08:05	09:20
		<b>1201840</b>	INSP. LARRY, B. (1T66), INSP. INSP. IRBY, E. (1T60), LEAD INSP. SUART, J. (1L1), PRESIDIO SHOP 094, SYS / SAFETY, ATLAS TOW RESPONDED, OPERATOR STATED HE COMPLETELY SECURED THE COACH, AND WHEN HE WAS OUTSIDE THE COACH THE DOOR CLOSED BY ITSELF AND THE COACH ROLLED BACK AND MADE CONTACT WITH A WALL. NO INJURIES. HALEY, J.*, KELLY, J.*, POPP, N.*, PUGLISI*, CHAMBERS, C.*, CLAIMS 6-A-50*, VIDEO*, POT. DISPACTHER*, OPER 799. <b>VEH DELAY: 01:15</b>			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
08:24 11/11/11	69	21	HAYES & CLAYTON (OB)	NON INJURY ACCIDENT ( NO DAMAGE )	08:24	08:52
		<b>1201883</b>	INSP. LUM, B. (1T62) RESPONDED, SYS /SAFETY*, CLAIMS 6-A-50*, VIDEO* <b>VEH DELAY: 00:28</b>			
09:46 11/11/11	2	61	CALIFORNIA & POWELL (IB)	SLOT BLADE	09:46 <b>09:46</b>	10:26 <b>10:26</b>
		<b>1201944</b>	INSP J. KWONG (8T54A), SHOP TRUCK 665, SYSTEM SAFETY, ALL RESPONDED, OPERATOR REPORTED CAR NOT STOPPING WHILE APPROACHING INTERSECTION, CLAIMS*, 311* SI TOWED TO CABLE CAR DIVISION <b>VEH DELAY: 00:40 LINE DELAY: 00:40</b>			
09:50 11/11/11	416	8X	VISATATION & RUTLAND (IB)	ACCIDENT COAH/ PARKED AUTO, NO IN JURY	09:50	10:50
		<b>1201896</b>	INSP J JIANG CLEARED, S/S*,VIDEO*, CLAIM 6A50* <b>VEH DELAY: 01:00</b>			
10:30 11/11/11	355	49	VAN NESS & OFARRRELL (OB)	NON INJURY ACCIDENT, COACH / AUTO, HIT AND RUN	10:30	11:10
		<b>1201899</b>	INSP. IRBY, E. (1T60) CLEARED, SYS /SAFETY*, VIDEO*, CLAIMS 6-A-50*, MINOR DAMAGE, NO 799. <b>VEH DELAY: 00:40</b>			
10:44 11/11/11	24	60	HYDE & BAY (IB)	SLOT BLADE	10:44 <b>10:44</b>	10:59 <b>10:59</b>
		<b>1201949</b>	INSP J. KWONG (8T54A), SHOP TRUCK 665, SYSTEM SAFETY, ALL RESPONDED, CLAIMS*, 311*, <b>VEH DELAY: 00:15 LINE DELAY: 00:15</b>			
14:28 11/11/11	408	22	FILLMORE & BUSH (IB)	VEHICLE ACCIDENT COACH / AUTO	14:28	15:17
		<b>1201798</b>	INSP B LUM; CLAIMS 6-A-50*, VIDEO*, SYSTEM SAFETY*, MINOR DAMAGE TO AUTO, NO INJURIES / NO 799 <b>VEH DELAY: 00:49</b>			
15:57 11/11/11	533	38	O^FARRELL & CYRIL MAGNUM (IB)	ACCIDENT COACH/AUTO , NO INJURY	15:57	16:55
		<b>1201941</b>	INSP E DENNIS CLEARED, S/S*, VIDEO*, CLAIM 6A50*, NO 799 <b>VEH DELAY: 00:58</b>			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
16:47 11/11/11	046	59	POWELL & SUTTER (IB)	SLOT BLADE	16:47 <b>16:47</b>	17:03 <b>17:03</b>
		<b>1202051</b>	INSP KWONG, J (8T54), SHOP TRUCK 665, CABLE MACHINERY RESP. NO INJURY, NO 799. TWO SHUTTLE RUNNING ON POWELL STREET. PAGE SENT OUT. SI CABLE CAR 0021 @18:30 VEH DELAY: <b>01:43</b> LINE DELAY: <b>00:16</b>			
17:19 11/11/11	238	17	WEST PORTAL & VICENTE (OB)	VEHICLE ACCIDENT COACH / AUTO	17:19	18:16
		<b>1201996</b>	INSP B HENDERSON; SFPD 3-B-3-I; SYSTEM SAFETY*, CLAIMS 6-A-50*, VIDEO*, MINOR DAMAGE TO AUTO, NO INJURIES / NO 799 VEH DELAY: <b>00:57</b>			
18:03 11/11/11	024	60	POWELL & BUSH (OB)	ACCIDENT (CABLE CAR / AUTO), NO INJURY	18:03 <b>18:03</b>	18:30 <b>18:30</b>
		<b>1202053</b>	INSP GARNICA, S (8T54B) RESP. SYSTEM SAFETY*, CLAIMS 6A50*, 4M2*. NO INJURY, NO 799, PAGE SENT OUT. VEH DELAY: <b>00:27</b> LINE DELAY: <b>00:27</b>			
18:40 11/11/11	041	61	CALIFORNIA & DAVIS (OB)	ACCIDENT (CABLE CAR / AUTO), NO INJURY	18:40 <b>18:40</b>	19:05 <b>19:05</b>
		<b>1202052</b>	INSP 4C53 RESP. NO DAMAGE TO CABLE CAR, MINOR DAMAGE TO AUTO, NO INJURY, NO 799. LINE DELAY CLEARED PRIOR SHUTTLE ARRIVAL. SYSTEM SAFETY*, CLAIM 6A50*. PAGE SENT OUT. VEH DELAY: <b>00:25</b> LINE DELAY: <b>00:25</b>			
18:52 11/11/11	188	F	MARKET ST & 3RD ST (IB)	ACCIDENT PCC & AUTO, NO INJURIES	18:52 <b>18:52</b>	19:13 <b>19:13</b>
		<b>1202036</b>	INSP R PARKS & MRU 4S46 CLEARED, NO 799, CLAIMS(6A50)*, MGR J CASTILLO & PCC SHOP*, SS/SAFETY & RAILS* BY PHONE & PAGE. VEH DELAY: <b>00:21</b> LINE DELAY: <b>00:21</b>			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
19:49 11/11/11	441	22	16TH STREET & GUERRERO (OB)	VEHICLE ACCIDENT COACH / AUTO	19:49	20:30
		<b>1202031</b>	INSP J FLORES; CLAIMS 6-A-50*, SYSTEM SAFETY*, VIDEO*, MINOR DAMAGE TO AUTO, NO INJURIES / NO 799N/R [EOR 21:37] <b>VEH DELAY: 01:48</b>			
20:12 11/11/11			1095 INDIANA YARD	NON INJURY ACCIDENT, MINOR, SHOP TRUCK #735-020 / AUTO.	20:12	21:10
		<b>1202063</b>	INSP DENNIS E, S/S*, POPP N*, FONSECA R*. <b>VEH DELAY: 00:58</b>			
21:07 11/11/11	563	38	GEARY & 12TH AVE (OB)	ACCIDENT STATIONARY COACH & AUTO, NO VISABLE DAMAGE TO COACH PER INSP.	21:07	21:30
		<b>1202067</b>	CLAIMS 6A50* SYS.SAFETY* VIDEO* INSP.GEETER CLEARED <b>VEH DELAY: 00:23</b>			

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
09:46 11/11/11	2	61	CALIFORNIA & POWELL (IB)	SLOT BLADE	09:46 <b>09:46</b>	10:26 <b>10:26</b>
		<b>1201944</b>	INSP J. KWONG (8T54A), SHOP TRUCK 665, SYSTEM SAFETY, ALL RESPONDED, OPERATOR REPORTED CAR NOT STOPPING WHILE APPROACHING INTERSECTION, CLAIMS*, 311* SI TOWED TO CABLE CAR DIVISION <b>VEH DELAY: 00:40 LINE DELAY: 00:40</b>			
12:14 11/11/11	85	KT	OCEAN & ASHTON (IB,OB)	NON MUNI ACCIDENT BLOCKING K-LINE	12:14 <b>12:14</b>	12:47 <b>12:47</b>
		<b>1201959</b>	INSP. S F.CADELINA & D.DIAL RESPOND.IB CLEARED AT1219 HRS.ALL CLEARED AT 1247 HRS. <b>VEH DELAY: 00:33 LINE DELAY: 00:33</b>			

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				Action Taken	Start	End
18:03 11/11/11	024	60	POWELL & BUSH (OB)	ACCIDENT (CABLE CAR / AUTO), NO INJURY	18:03 <b>18:03</b>	18:30 <b>18:30</b>
		<b>1202053</b>	INSP GARNICA, S (8T54B) RESP. SYSTEM SAFETY*, CLAIMS 6A50*, 4M2*. NO INJURY, NO 799, PAGE SENT OUT. <b>VEH DELAY: 00:27 LINE DELAY: 00:27</b>			
18:40 11/11/11	041	61	CALIFORNIA & DAVIS (OB)	ACCIDENT (CABLE CAR / AUTO), NO INJURY	18:40 <b>18:40</b>	19:05 <b>19:05</b>
		<b>1202052</b>	INSP 4C53 RESP. NO DAMAGE TO CABLE CAR, MINOR DAMAGE TO AUTO, NO INJURY, NO 799. LINE DELAY CLEARED PRIOR SHUTTLE ARRIVAL. SYSTEM SAFETY*, CLAIM 6A50*. PAGE SENT OUT. <b>VEH DELAY: 00:25 LINE DELAY: 00:25</b>			
18:52 11/11/11	188	F	MARKET ST & 3RD ST (IB)	ACCIDENT PCC & AUTO, NO INJURIES	18:52 <b>18:52</b>	19:13 <b>19:13</b>
		<b>1202036</b>	INSP R PARKS & MRU 4S46 CLEARED, NO 799, CLAIMS(6A50)*, MGR J CASTILLO & PCC SHOP*, SS/SAFETY & RAILS* BY PHONE & PAGE. <b>VEH DELAY: 00:21 LINE DELAY: 00:21</b>			