

**DAILY SERVICE DELIVERY OVERVIEW**

**MONDAY, NOVEMBER 14, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	<b>1,199</b>	<b>98.8%</b>	<b>5</b>	<b>9</b>	<b>38</b>

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	<b>114</b>	<b>118</b>	<b>4%</b>
<b>F LINE</b>	<b>20</b>	<b>21</b>	<b>5%</b>
<b>CABLE CAR</b>	<b>27</b>	<b>29</b>	<b>7%</b>
<b>WOODS</b>	<b>151</b>	<b>191</b>	<b>26%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>132</b>	<b>19%</b>
<b>FLYNN</b>	<b>103</b>	<b>107</b>	<b>4%</b>
<b>POTRERO 40'</b>	<b>44</b>	<b>67</b>	<b>52%</b>
<b>POTRERO 60'</b>	<b>47</b>	<b>34</b>	<b>-28%</b>
<b>PRESIDIO</b>	<b>105</b>	<b>120</b>	<b>14%</b>
<b>TOTAL</b>	<b>722</b>	<b>819</b>	<b>13%</b>

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
<b>Cable Car</b>	<b>115</b>	<b>14</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>0</b>
<b>Flynn</b>	<b>192</b>	<b>30</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>2</b>
<b>Green</b>	<b>198</b>	<b>29</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>0</b>
<b>Kirkland</b>	<b>210</b>	<b>42</b>	<b>12</b>	<b>16</b>	<b>14</b>	<b>0</b>
<b>Potrero</b>	<b>230</b>	<b>32</b>	<b>13</b>	<b>7</b>	<b>11</b>	<b>1</b>
<b>Presidio</b>	<b>177</b>	<b>26</b>	<b>4</b>	<b>11</b>	<b>9</b>	<b>2</b>
<b>Woods</b>	<b>340</b>	<b>59</b>	<b>24</b>	<b>8</b>	<b>24</b>	<b>3</b>
<b>TOTAL</b>	<b>1,462</b>	<b>232</b>	<b>76</b>	<b>61</b>	<b>87</b>	<b>8</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
05:33 11/14/11	316	14	STEUART & MISSION (OB)	FIRE EXTINGUISHER DISCHARGED INSIDE OF COACH	05:33	08:05
		<b>1202351</b>	INSP J JIANG RESP. ENGINE 13; MEDIC 82 TREATED & RELEASED THE OPERATOR. POTRERO 093 RESP. ATLAS TOW IN POTRERO. LEAD INSP J STUART*.DISP*. SI POTRERO 5425 @09:58N/R [EOR 12:19] VEH DELAY: <b>06:46</b>			

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
06:38 11/14/11	92	29	FITZGERALD & KEITH (IB)	ACCIDENT COACH & TRUCK, NO INJURY, HIT & RUN	06:38	07:30
			<b>1202366</b>	INSP E IRBY CLEARED. COACH WAS SENT IN DUE TO A CRACKED LEFT SIDE MIRROR ON THE COACH. NO OP 799. SYSTEM SAFETY*. CLAIMS 6A45*. VIDEO*. SI WOODS 8369 @08:36 <b>VEH DELAY: 01:58</b>		
13:36 11/14/11	484	14L	MISSION & BEALE (OB)	OPERATOR SPIT ON	13:36	14:16
			<b>1202400</b>	INSPECTOR J. GIANG CLEARED, SFPD UNIT #3B3A - CAD #1692 RESPONDED, VIDEO*, CLAIMS (6A45)*, CASE #113 181 692, NO ARREST SI FLYNN 6420 @14:49 <b>VEH DELAY: 01:13</b>		
16:55 11/14/11	51	21	VAN NESS AVENUE & HAYES	COACH / AUTO ACCIDENT - NO INJURIES	16:55	17:50
			<b>1202459</b>	INSPECTOR E. DENNIS CLEARED, SYSTEM SAFETY*, CLAIMS (6A46)*, VIDEO*, MODERATE DAMAGE TO AUTO, NO DAMAGE TO COACH, NO 799 <b>VEH DELAY: 00:55</b>		
19:10 11/14/11	551	38	GEARY & VAN NESS AVENUE (OB)	COACH / UCSF VAN - NO INJURIES	19:10	20:20
			<b>1202477</b>	INSPECTOR T. ALDANA CLEARED, UCSF POLICE - STAR #221 RESPONDED, VIDEO*, SYSTEM SAFETY*, CLAIMS (6A46)*, UCSF CASE #201 146 373, MINOR DAMAGE TO COACH, MINOR TO MODERATE DAMAGE TO UCSF VAN, NO 799 <b>VEH DELAY: 01:10</b>		
20:13 11/14/11	537	38L	MARKET & 2ND STREET (OB)	STALLED, JUVENILE DISTURBANCE	20:13	
			<b>1202482</b>	KIRKLAND RCS 091 CLEARED, INSPECTOR J. GIANG RESPONDED, SFPD UNIT #3B153 RESPONDED, ATLAS TOW RESPONDED, VIDEO*, NO ARREST SI FLYNN N/R [EOR 20:45] <b>VEH DELAY: 00:32</b>		

## Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
18:46 11/14/11	110	KT	METRO TERMINAL (IB)	ATCS - DEFECTIVE BRAKES	18:46 18:55	19:25
		<b>1202472</b>	INSPECTOR C. GONZALEZ 4T41 AND 4S43 BOTH RESPONDED SI GREEN 1537 @19:25 VEH DELAY: 00:39 LINE DELAY: 00:30			
19:45 11/14/11	123	M	METRO TERMINAL (IB)	LEFT SIDE MIRROR MISSING	19:45 20:33	21:13
		<b>1202492</b>	4S43 AND INSPECTOR H. HENLEY 4T79 BOTH RESPONDED METRO SHOP NOTIFIED SI GREEN 1426 @21:13 VEH DELAY: 01:28 LINE DELAY: 00:40			