

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

**DAILY SERVICE DELIVERY OVERVIEW**

**FRIDAY, SEPTEMBER 02, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	<b>1,186</b>	<b>97.2%</b>	<b>12</b>	<b>21</b>	<b>45</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>30</b>	<b>11%</b>
<b>WOODS</b>	<b>151</b>	<b>193</b>	<b>28%</b>
<b>KIRKLAND</b>	<b>111</b>	<b>127</b>	<b>14%</b>
<b>FLYNN</b>	<b>103</b>	<b>107</b>	<b>4%</b>
<b>POTRERO 40'</b>	<b>44</b>	<b>59</b>	<b>34%</b>
<b>POTRERO 60'</b>	<b>47</b>	<b>32</b>	<b>-32%</b>
<b>PRESIDIO</b>	<b>105</b>	<b>131</b>	<b>25%</b>
<b>TOTAL</b>	<b>722</b>	<b>818</b>	<b>13%</b>

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	114	16	7	6	3	0
Flynn	197	41	18	12	11	0
Green	189	35	17	9	6	3
Kirkland	216	45	13	9	21	2
Potrero	242	58	30	11	14	3
Presidio	188	26	7	10	7	2
Woods	345	80	36	22	21	1
<b>TOTAL</b>	<b>1,491</b>	<b>301</b>	<b>128</b>	<b>79</b>	<b>83</b>	<b>11</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
8:07	37	J	30TH ST & DOLORES (IB)	LRV/TRUCK ACCIDENT (H&R)	8:07	8:20
9/2/2011	1189544		SENIOR STAFF/SYSTEM SAFETY; INSP C DEBONO RESPONDED AND CLEARED. MINOR DAMAGE TO LRV (MIRROR) UNKNOWN DAMAGE TO OTHER VEHICLE. HIT & RUN. NO INJURIES. CLAIMS 6A45* LSGP/ADGP. VIDEO PULLED. Veh delay: 00:13 Line delay: 00:13		8:07	8:20
8:11	479	16X	FRANKLIN & GROVE (IB)	ACCIDENT, COACH/AUTO, MINOR, NO INJURIES	8:11	8:47
9/2/2011	1189547		INSP. B. LUM CLEARED. VIDEO*, CLAIMS 6A40*. NO OP 799 SI FLYNN N/R [eor 08:30] Veh delay: 00:19			
8:38	666	28	19TH AVENUE between	ACCIDENT, COACH/SCHOOL	8:38	10:03

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
			NORIEGA & MORAGA (OB)	BUS, MINOR, NO INJURIES, NO STUDENTS ON SCHOOL BUS		
9/2/2011	1189559		RCS 854 RESP. INSP. B. JOHNSON CLEARED. CLAIMS 6A40*, S/S*, CHP*. NO OP 799. SI KIRKLAND N/R [eor 08:47] Veh delay: 00:09			
8:53	356	49	VAN NESS & BUSH (OB)	ACCIDENT, COACH/AUTO, MODERATE, NO INJURIES		
9/2/2011	1189564		INSP. C. WILCHER CLEARED. S/S*, VIDEO*, CLAIMS 6A40*, MOTORIST OPENS DOOR ON COACH. MODERATE DAMAGE TO AUTO DOOR. NO OP 799 Veh delay: 01:06		8:53	9:59
9:34	499	38	GEARY & 33RD AVE (OB)	ACCIDENT, COACH/AUTO, HIT AND RUN, MINOR, NO INJURIES		
9/2/2011	1189565		INSP. L. BROWN CLEARED. VIDEO*, CLAIMS 6A40* NO OP 799 Veh delay: 00:31		9:34	10:05
12:13	124	44	BOSWORTH & CONGO (OB)	ACCIDENT, COACH/AUTO, MODERATE DAMAGE TO AUTO, MINOR DAMAGE TO COACH		
9/2/2011	1189587		INSP. R. JONES CLEARED. VIDEO*, CLAIMS 6A40*, S/S*. NO OP 799 Veh delay: 01:05		12:13	13:18
13:00	2	1	CALIFORNIA & 30TH AVENUE (OB)	ACCIDENT, COACH/AUTO, MINOR, NO INJURIES		
9/2/2011	1189576		INSP. S. WONG RESP. VIDEO*, CLAIMS 6A40*, NO799 Veh delay: 01:18		13:00	14:18
14:33	194	71	BEAL & HOWARD (IB)	ALLEGED ACCIDENT COACH/ TRUCK, ( HIT AND RUN)		
9/2/2011	1189625		INTERVIEW AT TERMINAL, S/S*, VIDEO*, 6A45*		14:26	
15:41	57	L	TARAVAL ST & 17TH AVENUE (IB)	ACCIDENT (ALIGHTING PATRON HIT BY A PASSING AUTO)		
9/2/2011	1189596		[LRV2=1491]SENIOR STAFF/SYSTEM SAFETY; INSP M MCGEHEE RESPONDED AND ASSISTED AS WELL AS SFFD ENGINE 40. YOUNG FEMALE (16 YRS OLD) WAS TRANSPORTED TO SFGH BY MEDICS 12, WITH NON LIFE THREATENING INJURIES. SHE WAS STRUCK BY A		15:41	16:36

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
			PASSING MINIVAN, AFTER SHE GOT OFF A REAR DOOR OF TRAILING CAR (1491^B^ ) SFPD UNITS 4B-3I & 3I-105 RESPONDED. LSGP/ADGP; CLAIMS UNIT 6-A-45* 311 CENTER* VIDEO PULLED. ^L^ LINE WAS SWITCHED BACK IB TO OB @ TARAVAL ST & 22ND AVENUE, AND OB TO IB FROM ST FRANCIS CIRCLE. M/C SHUTTLES UTILIZED TO COVER THE GAPS. Veh delay: 00:55 Line delay: 00:55			
17:09	34	60	POWELL & CALIFORNIA (IB)	BUMPER BAR ( #0782 ), NO INJURIES	17:09	17:54
9/2/2011		1189668	CASTILLO, J. ( 4M2 ), INSP. BEMNET, A. ( 8T43 ), CABLE MACHINERY, CABLE SHOP 665 RESPONDED, S/S*, BANBURY ( 8M8 )*, KELLY, J.* , BUMPER BAR ACTIVATED AT CALIFORNIA AND POWELL. BUS BRIDGE CREATED FROM CABLE CAR BARN TO POWELL AND ELLIS. CAR WAS TOWED INTO SHOP. RUN WAS PUT BACK INTO SERVICE. NO 799. SI TOWED INTO CABLE CAR 13 @18:43 Veh delay: 01:34 Line delay: 00:45		17:09	17:54

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
8:29	17	61	CALIFORNIA & POWELL (OB)	GRIP ADJUSTMENT ROD BROKE	8:29	9:43
9/2/2011		1189553	INSP 8-C-35*, CABLE SHOP; BLUE LIGHT, CABLE MACHINERY; SENIOR STAFF / SAFETY*, SHUTTLES USED Veh delay: 01:14 Line delay: 01:14		8:29	9:43

## ***N Express***

- 1,194 total daily ridership
- 725 riders in the morning
- 469 afternoon riders

## **Vehicle Availability**

<b>Nx EXPRESS</b>	<b>SCHEDULED DEMAND</b>	<b>AVAILABLE</b>	<b>SPARE RATIO</b>
<b>Morning</b>	<b>9</b>	<b>9</b>	<b>0%</b>
<b>Afternoon</b>	<b>8</b>	<b>12</b>	<b>50%</b>