



**Muni
Service Delivery
Daily Report**

Sunday, September 13, 2009





Content

| | |
|---|----|
| • Baseball Game Service Summary | 3 |
| • Not outs for the a.m. rush hour | 4 |
| • Not outs for the p.m. rush hour | 5 |
| • Daily not outs & RDO report | 6 |
| • Accidents & line delays > 20 minutes | 7 |
| • Vehicles availability and maintenance reports | |
| Light Rail Vehicles Count (chart) | 10 |
| Light Rail Maintenance Hold | 11 |
| Light Rail Maintenance Available | 12 |
| Light Rail Maintenance Count | 13 |
| Motor & Trolley Buses Pull Outs (chart) | 14 |
| Motor & Trolley Buses Pull Outs (details) | 15 |
| • Operators absenteeism report | 16 |

| | Count | Time |
|--|------------------|--------------|
| Baseball Game Service Summary Report SEPTEMBER 13, 2009 | | |
| ATTENDANCE: 40579 | NUMBER OF | |
| PASSENGERS (appr.by dir): 3845 | | |
| Trains pulled out - scheduled | 6 | |
| Trains pulled out - actual | 4 | |
| Pre-game inbound (IB) service | | |
| Game started | | 13:05 |
| First IB trip at Embarcadero | | 10:50 |
| Last IB trip at Embarcadero | | 13:35 |
| Number of special IB trips | 8 | |
| Number of regular IB trips | 20 | |
| Total pre-game trips | 28 | |
| Average IB headway | | 5:27 |
| Standard deviation | | 4:00 |
| Post-game outbound (OB) service | | |
| Game ended | | 16:12 |
| First OB trip at Embarcadero | | 16:11 |
| Last OB trip at Embarcadero | | 17:28 |
| Load completed | | 16:45 |
| Trips to Castro | 0 | |
| Trips to Embarcadero | 2 | |
| J | 1 | |
| KT | 5 | |
| L | 0 | |
| M | 2 | |
| N | 7 | |
| Total post-game trips | 17 | |
| Average OB headway | | 4:46 |
| Standard deviation | | 3:40 |

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|-----------------------|
|-------------------------------|-------------------------------|-------------------------------------|-------------------------------------|-----------------------|

09 14 2009 MONDAY AM NOLO REPORT

| | | | | | |
|------------------|----|--|---|---|-----------------------|
| Cable Car | 0 | | | | |
| Flynn | 3 | | | | 14X=2, 38=1 |
| Kirkland | 2 | | | | 2=1, 12=1 |
| Woods | 5 | | | | 29=2, 44=1, 71=2 |
| Potrero | 6 | | 3 | 3 | 7=1, 14=1, 41=3, 49=1 |
| Presidio | 0 | | | | |
| Metro | 7 | | | 3 | K=3, N=2, M=2 |
| F line | 3 | | | | F=3 |
| TOTAL | 26 | | 3 | 6 | |

Special Events

Division

REPORT DATA AS OF 0755 AM

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|------------------------------|------------------------------|---------------------------------|---------------------------------|----------------|
|------------------------------|------------------------------|---------------------------------|---------------------------------|----------------|

SUNDAY 09 13 09 PM NOLO REPORT

| | | | | | |
|------------------|----|---|---|---|----------------|
| Cable Car | 1 | 0 | 0 | 0 | 1=60 |
| Flynn | 2 | 0 | 1 | 0 | 1=9X 1=71 |
| Kirkland | 0 | 0 | 0 | 0 | |
| Woods | 0 | 0 | 0 | 0 | |
| Potrero | 4 | 0 | 0 | 0 | 2=22 1=30 1=49 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 3 | 0 | 0 | 1 | 2=M 1=N |
| F line | 2 | 0 | 0 | 0 | |
| TOTAL | 12 | 0 | 1 | 1 | |

| |
|---|
| Special Events |
| |
| Division |
| |
| REPORT DATA COMPILED AS OF - 1600HRS |

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| MONDAY 9/13/09 - | | | | | | | |
| Revised 2/21/08 | | | | | | | |
| Cable Car one-piece | 1 | 7 | 4.5% | 46 | 1 | 7 | 2.2% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 3 | 4 | 7.9% | 107 | 5 | 4 | 4.7% |
| Flynn multi-piece | 4 | | 5.9% | | | | |
| Kirkland one-piece | 1 | 3 | 1.8% | 138 | 1 | 3 | 0.7% |
| Kirkland multi-piece | 0 | | 0.0% | | | | |
| Woods one-piece | 0 | 1 | 0.0% | 156 | 0 | 1 | 0.0% |
| Woods multi-piece | 0 | | 0.0% | | | | |
| Potrero one-piece | 2 | 1 | 3.0% | 136 | 3 | 1 | 2.2% |
| Potrero multi-piece | 2 | | 2.2% | | | | |
| Presidio one-piece | 0 | 0 | 0.0% | 113 | 0 | 0 | 0.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 5 | 5 | 7.5% | 79 | 7 | 5 | 8.9% |
| Metro multi-piece | 4 | | 8.2% | | | | |
| F Line one-piece | 2 | 6 | 20.0% | 30 | 5 | 6 | 16.7% |
| F Line multi-piece | 6 | | 66.7% | | | | |
| System total | | | | 805 | 22 | 27 | 2.7% |

Accidents

Sun Sep 13, 2009

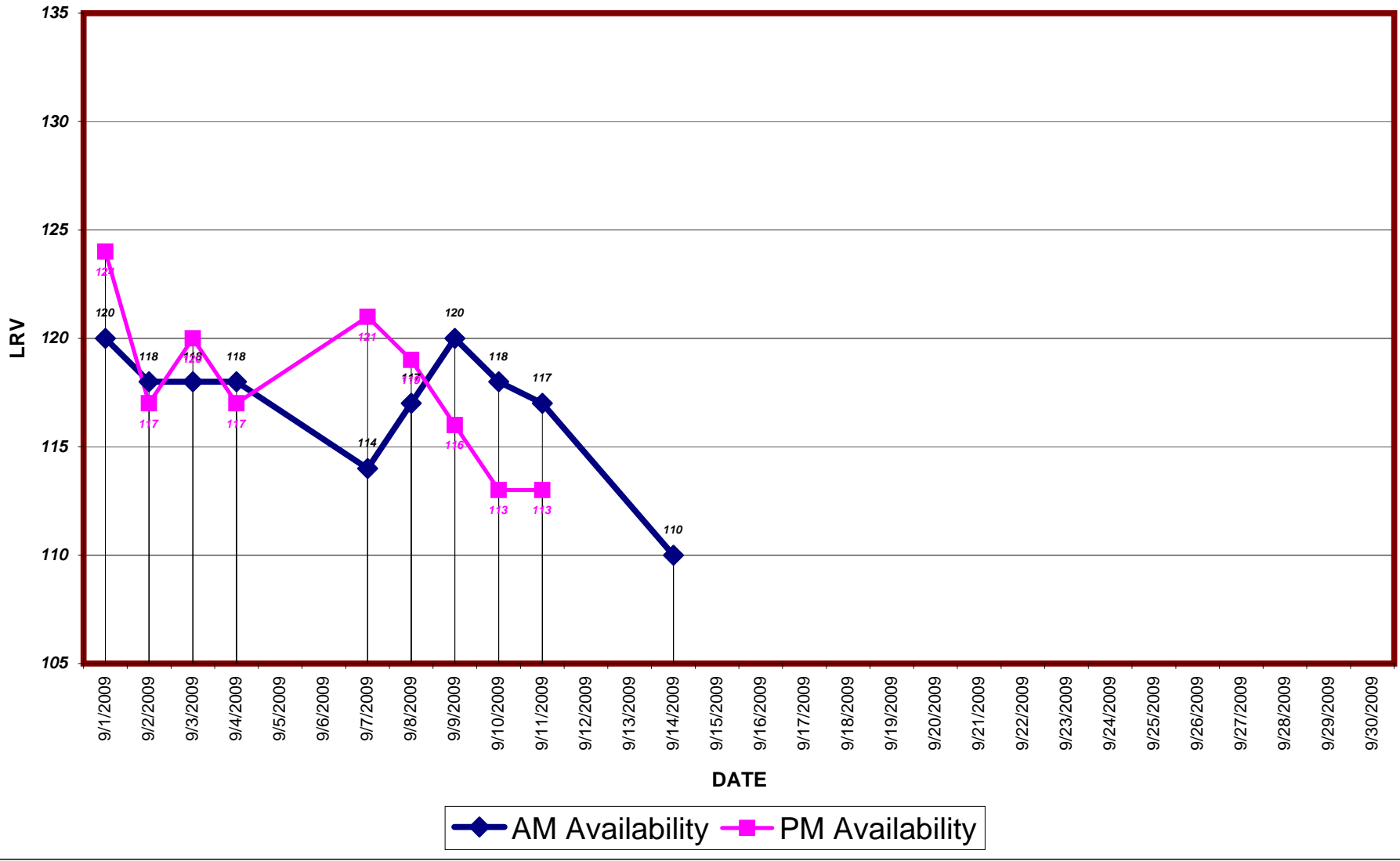
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|------|---|--|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 09:56 09/13/09 | R OPERATOR ME | 20 | 0 | 60 | N | 1474 | SUNSET TUNNEL (OB) | INTRUDER | OB | 09:56 | 10:00 | 20 |
| | | | | | | | 1066772 | LSGP*,SFPD # F-14-A, TRANSPORTED CITIZEN TO SFGH, INSP UPCHURCH CLEARED VEH DELAY: 00:04 LINE DELAY: 00:04 | LD | 09:56 | 10:00 | |
| 13:44 09/13/09 | R OPERATOR GV | 17 | 8 | 152 | F | 1062 | THE EMBARCADERO & SANSOME/CHESTNUT (OB) | FEMALE CLAIMS FRONT DOOR CLOSED ON HER RIGHT ARM WHILE BOARDING AT TERMINAL | OB | 13:46 | 14:01 | 87 |
| | | | | | | | 1066811 | FEMALE PASSENGER COMPLAINED AND CAR WAS STOPPED & INSP K WILLIAMS INTERVIEWED OPERATOR & PASSENGER, SYSTEM SAFETY*,CLAIMS 6A46* AID REFUSED. 2 WITNESS.LSGP*,SHUTTLES USED. VEH DELAY: 00:15 LINE DELAY: 00:15 | LD | 13:46 | 14:01 | |
| 16:40 09/13/09 | T OPERATOR CA | 38 | 6 | 38 | 59 | 2 | POWELL BETWEEN POST & GEARY (IB) | FALL ALIGHTNG- PASSENGER JUMPED OFF CABLE CAR AND FELL; REFUSED AID | IB | 16:40 | 16:25 | 38 |
| | | | | | | | 1066830 | CLAIMS 6A46, T-KUAN*; OPERATOR CALLED FROM THE POWELL & MARKET TERMINAL. HE STATED THAT TWO TOURISTS, A MALE AND FEMALE WERE RIDING ON HIS CAR. THE MALE DROPPED HIS CAMERA ONTO THE ROADWAY AND JUMPED FROM THE CAR TO RETRIEVE THE DROPPED CAMERA. THE FEMALE COMPANION JUMPED OFF THE CAR TO FOLLOW THE MALE COMPANION. THE FEMALE FELL ON HER BUTTOCKS AND GOT UP QUICKLY. WHEN ASKED BY THE OPERATOR IF THEY NEEDED MEDICAL ASSISTANCE THE FEMALE REFUSED AID. BOTH PASSENGERS QUICKLY LEFT THE SCENE. THE OPERATOR WILL BE INTERVIEWED AT THE OUTBOUND TERMINAL REGARDING THIS MATTER. | | | | |

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|------|-----------------------------|---|----------|----------------|----------------|----|
| | | | | | | | | | DI | START | END | CC |
| 16:46 09/13/09 | T SFPD KI | 29 | 8 | 772 | 47 | 8332 | VAN NESS & MARKET (OB) | SFPD REQUEST | OB | 16:46 | 16:56 | 39 |
| | | | | | | | 1066842 | POLICE, INSP J. WILLIAMS, NO ARREST VEH DELAY: 00:10 | | | | |
| 17:13 09/13/09 | R OPERATOR CA | 38 | 8 | 41 | 61 | 49 | CALIFORNIA & POWELL (IB) | SLOT BLADE DEPLOYED TO AVOID SLIDING INTO INTERSECTION-NO INJURIES. | IB LD | 17:13 17:13 | 17:33 17:33 | 38 |
| | | | | | | | 1066826 | SUPT. Y. KWON*; CABLE MACHINERY, CABLE SHOP 665; INSP. W. BARTH; OPERATOR DEPLOYED SLOT BLADE TO PREVENT SLIDING INTO INTERSECTION; CAR #49 WAS TOWED IN FROM CALIFORNIA & DRUMM TO CABLE CAR BARN FOR INSPECTION. SI CABLE CAR 49 @19:31 VEH DELAY: 02:18 LINE DELAY: 00:20 | | | | |
| 17:31 09/13/09 | R OPERATOR CA | 38 | 8 | 26 | 60 | 14 | POWELL & JACKSON (OB) | PHYSICAL ALTERCATION INVOLVING FARE DISPUTE | OB | 17:31 | 17:50 | 38 |
| | | | | | | | 1066833 | SUPT. Y. KWON*; WORKERS COMP.*; LOCAL 250A*; SFPD UNIT 3A42D-CASE #090944509; INSP. W. BARTH; DISPATCHER*; OPERATOR STATES A PASSENGER SLAPPED HIS FACE AS HE WAS ALIGHTING FROM HIS CAR. A MALE LATINO APPROXIMATELY 50^S IN THE COMPANY OF A YOUTH APPROXIMATELY 12 YEARS OLD. FLED THE CAR IN THE DIRECTION OF BROADWAY STREET. OPERATOR DID NOT FEEL HE COULD CONTINUE IN SERVICE SAFELY. OPERATOR WAS TOLD TO PULL HIS CAR IN AND STAND-BY AT THE DISPATCHER^S OFFICE TO BE INTERVIEWED BY INSP. W. BARTH. OPERATOR STATED THAT HE WANTED TO BE TREATED FOR A BRUISED CHEEK AND AN IRRATED EYE. INSP. W. BARTH TRANSPORTED THE OPERATOR TO SAINT FRANCIS HOSPITAL E/R FOR TREATMENT. SI CABLE CAR VEH DELAY: 00:19 | | | | |

Line Delays \geq 20 Minutes

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|------|---|---|----------|-------|-----|----|
| | | | | | | | | | DI | START | END | CC |
| 11:27 09/13/09 | R SFPD ME | 20 | 9 | 43 | J | 1463 | SAN JOSE AVENUE & ST. MARYS STREET (OB) | AUTO ON TRACKS, BLOCKING RAIL | OB 11:35 | 12:12 | 75 | |
| | | | | | | | 1066792 | MGR. 4M2 T. JULIAN, MRO 4S27, MRO L4T70 K. ARNOLD, MRO 4C52 R. AREVALO VEH DELAY: 00:37 LINE DELAY: 00:37 | LD 11:35 | 12:12 | | |
| 12:14 09/13/09 | R OPERATOR ME | 87 | | 17 | L | 1497 | DUBOCE JUNCTION & LOOP 5 (OB) | ATCS, TIME OUT IN MOTION | OB 12:14 | 12:15 | 75 | |
| | | | | | | | 1066793 | OPERATOR CLEARED, MRO 4C32 ICHIBARRE VEH DELAY: 00:01 LINE DELAY: 02:01 | LD 12:14 | 14:15 | | |
| 19:30 09/13/09 | R OPERATOR ME | 74 | 3 | 120 | J | 1459 | CHURCH & CLIPPER (OB) | BROKEN RUNNER | OB 19:20 | 19:51 | 85 | |
| | | | | | | | 1066828 | OVERHEAD LINE 820* SHUTTLE USED OB 24TH STREET/ CHURCH TO METRO. VEH DELAY: 00:31 LINE DELAY: 00:31 | LD 19:20 | 19:51 | | |

LIGHT RAIL AM/PM Availability



| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| September 2009 | | | |
| 09/01/09 | TUESDAY | 120 | 124 |
| 09/02/09 | WEDNESDAY | 118 | 117 |
| 09/03/09 | THURSDAY | 118 | 120 |
| 09/04/09 | FRIDAY | 118 | 117 |
| 09/07/09 | MONDAY | 114 | 121 |
| 09/08/09 | TUESDAY | 117 | 119 |
| 09/09/09 | WEDNESDAY | 120 | 116 |
| 09/10/09 | THURSDAY | 118 | 113 |
| 09/11/09 | FRIDAY | 117 | 113 |
| 09/14/09 | MONDAY | 110 | |
| 09/15/09 | TUESDAY | | |
| 09/16/09 | WEDNESDAY | | |
| 09/17/09 | THURSDAY | | |
| 09/18/09 | FRIDAY | | |
| 09/21/09 | MONDAY | | |
| 09/22/09 | TUESDAY | | |
| 09/23/09 | WEDNESDAY | | |
| 09/24/09 | THURSDAY | | |
| 09/25/09 | FRIDAY | | |
| 09/28/09 | MONDAY | | |
| 09/29/09 | TUESDAY | | |
| 09/30/09 | WEDNESDAY | | |

| | |
|---|--------------------------|
| | Maintenance Holds |
| Green Division Daily Maintenance Morning Status Report Monday 9/14/2009 Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

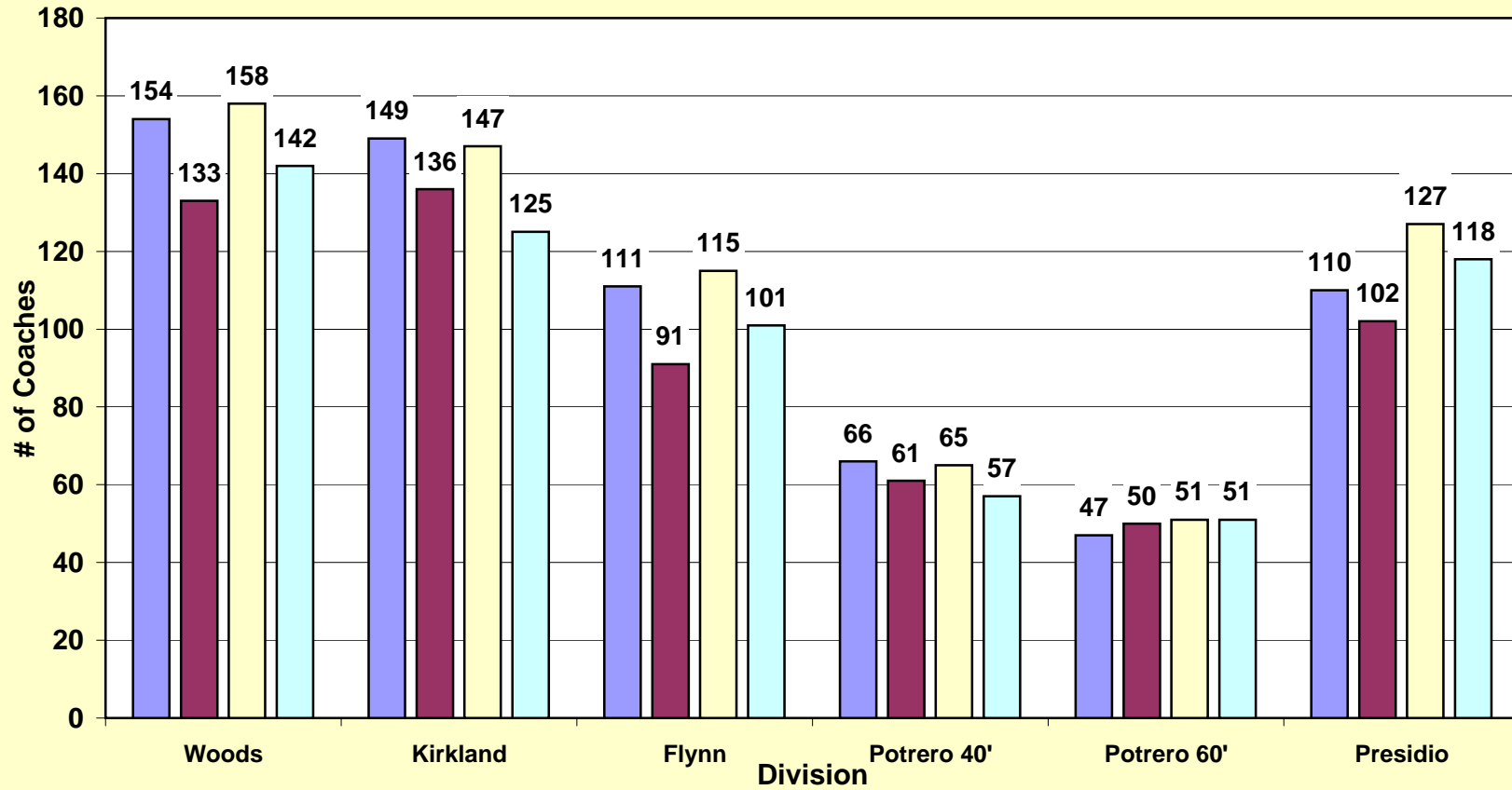
| | |
|--------------------------------|----|
| AIR SYSTEM | 0 |
| ATCS | 1 |
| BRAKE SYSTEM | 1 |
| COUPLER | 0 |
| DOORS / STEPS | 3 |
| HVAC / AIR COMF. | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 1 |
| TRUCK NOISE/ FLAT/ PM / WEEKLY | 4 |
| SUPPORT SHOP | 3 |
| BODY/PAINT SHOP | 12 |
| FLEET APPEARANCE | 2 |
| PARTS | 0 |
| DESTSIGN / ELECT. | 0 |
| ACCIDENT & DERAIL | 5 |
| BREDA / VENDOR | 0 |
| ENGR / PROJECT | 1 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | |

TOTAL **41**

| | LRV2/3 | PCC | Milan | Historic |
|--|--------|-----|-------|----------|
| Green Division Daily Maintenance | | | | |
| Monday 9/14/2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand | 114 | 13 | 4 | 3 |
| Maintenance Holds | 41 | 10 | 3 | 3 |
| Equipment available for service @ 7:30 a.m. | 110 | 11 | 7 | 5 |

Motor & Trolley Coaches Availability
 A.M. 9/14/09 & 9/11/09 P.M. Peak Time

■ Equipment available for service @ 7:45 a.m.
 ■ Final a.m. pull-out
 ■ Equipment available for service @ 5:30 p.m.
 ■ Final p.m. pull-out



| | Woods | Kirkland | Flynn | Subtotal Diesel | Potrero 40' | Potrero 60' | Presidio | Subtotal Trolley | Totals |
|--|-------|----------|-------|--------------------|----------------|----------------|----------|---------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 9/14/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 138 | 137 | 95 | 370 | 61 | 50 | 102 | 213 | 583 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 5 | 1 | 7 | 13 | 0 | 2 | 3 | 5 | 18 |
| Campaigns / retrofits | 9 | 0 | 1 | 10 | 0 | 0 | 3 | 3 | 13 |
| Maintenance Holds | 27 | 6 | 13 | 46 | 9 | 27 | 55 | 91 | 137 |
| Awaiting parts | 1 | 0 | 0 | 1 | 5 | 12 | 8 | 25 | 26 |
| Radio | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 3 | 3 |
| Farebox | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 2 |
| Equipment available for service @ 7:45 a.m. | 154 | 149 | 111 | 414 | 66 | 47 | 110 | 223 | 637 |
| Final a.m. pull-out | 133 | 136 | 91 | 360 | 61 | 50 | 102 | 213 | 573 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 3 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 8 | 8 | 8 |
| Operator not outs | 5 | 1 | 4 | 10 | 0 | 0 | 0 | 0 | 10 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 9/11/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 143 | 126 | 101 | 370 | 59 | 53 | 118 | 230 | 600 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 6 | 1 | 4 | 11 | 0 | 0 | 0 | 0 | 11 |
| Campaigns / retrofits | 9 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 9 |
| Maintenance holds | 23 | 8 | 9 | 40 | 10 | 23 | 38 | 71 | 111 |
| Awaiting parts | 0 | 1 | 0 | 1 | 5 | 12 | 9 | 26 | 27 |
| Radio | 0 | 1 | 2 | 3 | 0 | 0 | 1 | 1 | 4 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Equipment available for service @ 5:30 p.m. | 158 | 147 | 115 | 420 | 65 | 51 | 127 | 243 | 663 |
| Final p.m. pull-out | 142 | 125 | 101 | 368 | 57 | 51 | 118 | 226 | 594 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 3 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 5 | 5 | 5 |
| Operator not outs | 1 | 1 | 0 | 2 | 2 | 2 | 0 | 4 | 6 |

| | Scheduled | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|--------------|-------------------|-----------|-----------|------------------|----------------|-------------------|-------------|-------------|------------------|----------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: SUNDAY, SEPTEMBER 13, 2009 | | | | | | | | | | | |
| Green | 132 | 37 | 14 | 5 | 11 | 7 | 28.0 | 10.6 | 3.8 | 8.3 | 5.3 |
| Cable Car | 118 | 28 | 9 | 7 | 8 | 4 | 23.7 | 7.6 | 5.9 | 6.8 | 3.4 |
| Potrero | 180 | 48 | 22 | 4 | 8 | 14 | 26.7 | 12.2 | 2.2 | 4.4 | 7.8 |
| Presidio | 137 | 22 | 6 | 3 | 7 | 6 | 16.1 | 4.4 | 2.2 | 5.1 | 4.4 |
| Kirkland | 176 | 47 | 16 | 7 | 13 | 11 | 26.7 | 9.1 | 4.0 | 7.4 | 6.3 |
| Woods | 218 | 49 | 18 | 8 | 14 | 9 | 22.5 | 8.3 | 3.7 | 6.4 | 4.1 |
| Flynn | 134 | 37 | 11 | 6 | 14 | 6 | 27.6 | 8.2 | 4.5 | 10.4 | 4.5 |
| Total | 1,095 | 268 | 96 | 40 | 75 | 57 | 24.5% | 8.8% | 3.7% | 6.8% | 5.2% |
| Summary For The Last 7 Days | | | | | | | | | | | |
| SUNDAY 9 06 | 1,054 | 290 | 124 | 29 | 75 | 62 | 27% | 12% | 3% | 7% | 6 |
| MONDAY 9 07 | 1,124 | 301 | 130 | 35 | 55 | 81 | 27% | 11% | 3% | 5% | 7 |
| TUESDAY 9 08 | 1,623 | 438 | 213 | 52 | 102 | 71 | 27% | 13% | 3% | 6% | 4 |
| WEDNESDAY 9 09 | 1,635 | 373 | 145 | 50 | 104 | 74 | 23% | 9% | 3% | 6% | 4 |
| THURSDAY 9 10 | 1,625 | 360 | 118 | 44 | 115 | 83 | 22% | 7% | 3% | 7% | 5 |
| FRIDAY 9 11 | 1,659 | 360 | 129 | 51 | 111 | 69 | 22% | 8% | 3% | 7% | 4 |
| SATURDAY 9 12 | 1,141 | 273 | 91 | 43 | 78 | 61 | 24% | 8% | 4% | 7% | 5 |
| <p>* Unplanned leave includes: absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...</p> <p>+ Other reasons includes: 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.</p> | | | | | | | | | | | |