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**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, APRIL 26, 2012**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN AM	PM	WORKED ON DAY OFF
<b>SYSTEM WIDE</b>	1,246	97.1%	19	17	44

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	110	-4%
<b>F LINE</b>	24	23	-4%
<b>CABLE CAR</b>	26	28	8%
<b>WOODS</b>	154	186	21%
<b>KIRKLAND</b>	115	122	6%
<b>FLYNN</b>	103	109	6%
<b>POTRERO 40'</b>	49	64	31%
<b>POTRERO 60'</b>	42	50	19%
<b>PRESIDIO</b>	121	139	15%
<b>TOTAL</b>	748	831	11%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	126	29	11	5	12	1
Flynn	192	33	12	7	14	0
Green	220	36	14	8	13	1
Kirkland	199	35	20	7	8	0
Potrero	230	35	13	9	10	3
Presidio	210	30	13	7	8	2
Woods	347	55	23	10	21	1
<b>TOTAL</b>	<b>1,524</b>	<b>253</b>	<b>106</b>	<b>53</b>	<b>86</b>	<b>8</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
06:30 04/26/12	22	21	5434	MARKET & HYDE (OB)	EMERGENCY ALARM	06:30	06:49
			<b>1228567</b>	INSP. J. WONG (1T60) RESPONDED, SFPD RESPONDED, OP CLEARED NO MERIT. VEH DELAY: 00:19			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
07:07 04/26/12	436	38	6401	GEARY & PARK PRESIDIO (IB)	FALL ON BOARD	07:07	07:33
			<b>1228561</b>	INSP. B. JOHNSON (1T64) RESPONDED, VIDEO*, CLAIMS 6A40*, AID REFUSED PASSENGER FEFT SCENE BEFORE INSPECTOR ARRIVED, NO 799 VEH DELAY: <b>00:26</b>			
09:26 04/26/12	436	38	6401	OF^ARRELL & VANNESS (IB)	EMERGENCY ALARM REPEATER B/O RADIO	09:26	09:43
			<b>1228606</b>	INSP. B. HENDERSON (1T61) RESPONDED, SFPD RESPONDED CLEARED BE FOR ARRIVAL SI FLYNN VEH DELAY: <b>00:17</b>			
09:33 04/26/12	14	N	1528	JUDAH & 26TH AVENUE (OB)	ACCIDENT, LRV & AUTO	09:33 <b>09:33</b>	09:59
			<b>1228629</b>	[LRV2=1480]SENIOR STAFF & SAFETY*, 311*, LMC*, DISP*, VIDEO PULLED, P ROSE*, CLAIMS # 06-A-40*, T JULAIN*, D PUGLISI*, E DEL BARRIO*, DISP*, EOR, OPERATOR 799, MRU 4-S-31, INSP R DONALDSON, TRANSPORTED OPERATOR FOR (799), CLEARED SI GREEN N/R [EOR 13:09] VEH DELAY: <b>03:36</b>			
11:40 04/26/12			8214	LOMBARD & DIVISADERO	ALLEGED 718 COACH /AUTO, NO INJURY, MINOR DAMAGE TO AUTO SIDE MIRROR	09:13	
			<b>1228636</b>	KIRKLAND YARD STARTER INSPECTED THE COACH, AND REPORTED NO NEW DAMAGE. VIDEO*CLAIMS 6A40*			
13:07 04/26/12	061	54	8181	HUDSON & 3RD STREET (OB)	ALLEGED ACCIDENT (COACH / TRUCK)	13:30	13:53
			<b>1228647</b>	INSP KONG, T (1T63) RESP. NO MERIT. SYSTEM SAFETY*, VIDEO*, CLAIM 6A40*. VEH DELAY: <b>00:23</b>			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
13:29 04/26/12	040	21	5512	HAYES & STANYAN (OB)	ACCIDENT (COACH / AUTO), NO INJURY	14:39	15:09
				<b>1228600</b>	INSP GIANG, J (1T64B) RESP. NO INJURY, NO 799. SYSTEM SAFETY*, VIDEO*, CLAIMS 6A45*. <b>VEH DELAY: 00:30</b>		
15:37 04/26/12	365	22	5461	FILLMORE & TURK (IB)	OP GOT SPRAY ON (AID REFUSED)	15:37	16:20
				<b>1228686</b>	INSP DENNIS, E (1T60), SFPD RESP. AID REFUSED. 4M3*, VIDEO*, TWU 250A*. EOR. SI POTRERO N/R [EOR 16:27] <b>VEH DELAY: 00:50</b>		
15:39 04/26/12	433	14	7030	MISSION & GENERVA (OB)	FALL ON BOARD	15:39	17:11
				<b>1228693</b>	INSP SOLINGER, C (1T67B) RESP. MEDIC AMR #6, SYSTEM SAFETY*, VIDEO*, CLAIM 6A45*, 4M3*, VIDEO*. PAGE SENT OUT. <b>VEH DELAY: 01:32</b>		
17:04 04/26/12	571	8X	6268	SUNNYDALE & HAHN (IB)	SFPD REQUEST TO STOP COACH.	17:04	17:28
				<b>1228701</b>	INSP STANTON R, SFPD #3H75, CASE #120331215, ONE ARREST, VIDEO*, CLAIMS #6A45*, DAVIDE PUGLISI*, HALEY JR. J*. <b>VEH DELAY: 00:24</b>		
17:13 04/26/12	162	45	5544	UNION & LAGUNA (IB)	OPERATOR, AID REFUSED.	17:13	18:33
				<b>1228705</b>	INSP FONG D, RESCUE OP PULLED IN COACH, DISP*, S/S*, DAVIDE PUGLISI*, NEAL POPP*, WORKERS COMP*, 250A*. SI PRESIDIO N/R [EOR 01:18] <b>VEH DELAY: 08:05</b>		
17:21 04/26/12	495	8X	6295	STOCKTON & SACRAMENTO (OB)	NON INJURY MUNI ACCIDENT, COACH / AUTO.	17:21	18:20
				<b>1228699</b>	INSP DENNIS E, S/S*, VIDEO*, CLAIMS #6A45*, NO 799. <b>VEH DELAY: 00:59</b>		
18:44 04/26/12			853	GENEVA & HOWTH (OB)	NON INJURY MUNI ACCIDENT SHOP TRUCK / SUV, HIR & RUN.	18:44	19:50
				<b>1228715</b>	INSP ESPINOZA T, SFPD #3H15D, CLAIMS #6A45*, S/S*, VIDEO*, ANDREWS A*, HALEY JR. J*, DAVID HILL*, TOM CURRANT*. <b>VEH DELAY: 01:06</b>		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
18:50 04/26/12				BUSH & SANSOME	ALLEGED ACCIDENT, COACH & AUTO, MINOR (NO INJURIES)	18:40	
	1228732			COMPLAINANT (JASWINDER SINGH, TEL. 510-512-6027) ONLY HAS THE LICENSE NUMBER OF THE COACH (365586), WHICH WAS SUPPOSED TO BE ASSIGNED TO COACH #2846. COACH 2846, ACCORDING TO WOODS DISPATCHER, WAS NEVER OUT IN REVENUE TODAY, CLAIMS 6A45*			
	1228672			NO FURTHER INFORMATION GIVEN			
21:57 04/26/12		28		19TH AVENUE & NORIEGA (NB)	ALLEGED VEHICLE ACCIDENT COACH / AUTO	21:57	
	1228671			INSP A. GEETER RESP INTERVIEW AT SFPD PARK STATION 2225HRS - 2250HRS NO COACH NUMBER GIVEN NO AUTO AVAILABLE FOR INSPECTION 311 PSR #1113151			

**Line Delays > 20 Minutes**

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
09:10 04/26/12	1	60	5	POWELL & BUSH (IB)	SLOT BLADE	09:10	09:35
	1228583			CABLE SHOP 665 CLEARED AND TOW CAR DOWN TO POWELL & MARKET. CABLE MACHINERY; INSP J KWONG RESP. BLUELIGHT DEPLOYED FROM 0919 HRS TO 0935 HRS. 59-LINE AND 60-LINE SWITCH BACK ON POWELL & WASHINGTON. INSP L HAYNES RESP. ONE SHUTTLE USED. MGR D BANBURY*. <b>VEH DELAY: 00:25 LINE DELAY: 00:25</b>		09:10	09:35

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
13:42 04/26/12	099	J	1430	CURCH ST & 24TH ST (IB)	NO FORWARD MOTION	13:42 <b>13:42</b>	<b>14:09</b>
			<b>1228648</b>	MRU 4S35 & 4S44 CLEARED, INSP J CHAVEZ & F CADELINA ON SCENE, LSGP* & ADGP*, J-LINE SWITCHBACK I/O CHURCH ST/DAY ST, O/I CHURCH ST/22ND ST, 2-MOTOR COACH SHUTTLES. SI GREEN <b>LINE DELAY: 00:27</b>			
14:24 04/26/12	159	F	1079	17TH ST & CASTRO ST (OB)	NO POWER	14:24 <b>14:24</b>	<b>15:00</b>
			<b>1228696</b>	INSP R MCCRAY, J CHAVEZ, MRU 4S44 & 4S35 CLEARED WITH RESCUE CAR RUN 99/J/1528 TO GENEVA YARD, LSGP & ADGP, INSP K WILLIAMS*, F-LINE S/B NOE ST & 17TH ST, ONE MOTOR COACH SHUTTLE USED, SS/SAFETY & RAILS* BY PHONE & PAGE. SI GREEN N/R [EOR 14:49] <b>VEH DELAY: 00:25 LINE DELAY: 00:36</b>			
14:30 04/26/12	038	J	1421	CHURCH ST & 24TH ST (IB)	RESCUE CAR FOR RUN 99/J/11430 NO FORWARD MOTION	13:47 <b>13:42</b>	<b>15:29</b>
			<b>1228595</b>	MRU 4S35 & 4S44 CLEARED WITH RESCUE CAR, INSP J CHAVEZ & F CADELINA ON SCENE, LSGP* & ADGP*, J-LINE SWITCHBACK I/O CHURCH ST/DAY ST, O/I CHURCH ST/22ND ST, 2-MOTOR COACH SHUTTLES, SS/SAFETY & RAILS* BY PHONE & PAGE. <b>VEH DELAY: 01:42 LINE DELAY: 00:27</b>			
17:32 04/26/12	110	KT	1412	3RD ST & FITZGERALD (OB)	NO PROPULSION	17:32 <b>17:32</b>	<b>18:35</b>
			<b>1228700</b>	MRU 4S30 & INSP H HENLEY CLEARED WITH RESCUE CAR RUN 68/KT/1438, MGR J CASTILLO & SENIOR MGR D PUGLESI*, LSGP & ADGP*, ONE MOTOR COACH SHUTTLE USED, SS/SAFETY & RAILS* BY PHONE & PAGE. SI MUNI METRO EAST 1465 @18:35 <b>VEH DELAY: 01:03 LINE DELAY: 00:21</b>			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay		
					Action Taken	Start	End	
17:37 04/26/12	068	KT	1438	3RD ST & FITZGERALD ST (OB)	RESCUE CAR FOR RUN 110/KT/1412 NO PROPULSION.	17:37	17:53	
			<b>1228703</b>	MRU 4S30 & INSP H HENLEY CLEARED WITH RESCUE CAR RUN 68/KT/1438, MGR J CASTILLO & SENIOR MGR D PUGLESI*, LSGP & ADGP*, ONE MOTOR COACH SHUTTLE USED, SS/SAFETY & RAILS* BY PHONE & PAGE. SI MUIN METRO EAST N/R [EOR 18:41] <b>VEH DELAY: 01:04 LINE DELAY: 00:21</b>				