

**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, MARCH 28, 2012**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			<u>AM</u>	<u>PM</u>	
<b>SYSTEM WIDE</b>	1,246	96.0%	25	25	31

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	117	3%
<b>F LINE</b>	24	26	8%
<b>CABLE CAR</b>	27	26	-4%
<b>WOODS</b>	153	178	16%
<b>KIRKLAND</b>	115	128	11%
<b>FLYNN</b>	103	112	9%
<b>POTRERO 40'</b>	44	64	45%
<b>POTRERO 60'</b>	47	45	-4%
<b>PRESIDIO</b>	123	132	7%
<b>TOTAL</b>	750	828	10%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	131	30	15	4	11	0
Flynn	198	50	16	15	19	0
Green	236	52	22	15	14	1
Kirkland	195	31	12	7	10	2
Potrero	233	38	15	11	10	2
Presidio	215	38	14	10	11	3
Woods	350	56	15	13	26	2
<b>TOTAL</b>	<b>1,558</b>	<b>295</b>	<b>109</b>	<b>75</b>	<b>101</b>	<b>10</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
08:22 03/28/12	84	1	5626	CALIFORNIA & DIVISADERO (OB)	COACH VS AUTO COLLISION, MINOR DAMAGE, NO INJURIES	08:22	08:35
			1224057	INSP B LUM CLEARED, SYSTEM SAFETY*, VIDEO*, 6-A-48*, NO 799 VEH DELAY: 00:13			

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
08:34 03/28/12	445	8X	6254	GENEVA & NAPLES (IB)	COACH VS AUTO COLLISION, NO INJURIES, MINOR DAMAGE	08:34	09:07
				<b>1224058</b>	INSP E TUCKER CLEARED, 6-A-48*, SYSTEM SAFETY*, VIDEO*, NO 799 VEH DELAY: <b>00:33</b>		
10:48 03/28/12	86	21	5548	FULTON & SHRADER (IB)	COACH VS AUTO COLLISION, NO DAMAGE TO COACH, MINOR DAMAGE TO AUTOMOBILE	10:48	11:49
				<b>1224000</b>	INSP J JIANG CLEARED, SYSTEM SAFETY* VIDEO*, 6-A-48*, NO 799 VEH DELAY: <b>01:01</b>		
12:08 03/28/12	8	30	5618	3RD STREET & PERRY (OB)	COACH VS AUTOMOBILE COLLISION, NO INJURIES, MINOR DAMAGE TO BOTH VEHICLES (PAINT TRANSFER).	12:08	12:37
				<b>1224104</b>	INSP E MORRIS CLEARED, VIDEO* SYSTEM SAFETY*, 6-A-48*, NO 799 REQUIRED VEH DELAY: <b>00:29</b>		
13:56 03/28/12	427	8X	6420	BAYSHORE & ARLETA (OB)	ALLEGED CELL PHONE ROBBERY	13:56	14:20
				<b>1224035</b>	SFPD CLEARED. INSP B HENDERSON*. VIDEO*. VEH DELAY: <b>00:24</b>		
14:40 03/28/12		30*		HOWARD BETWEEN 4TH ST. & 11TH ST. (IB)	OPEN FEEDER B-16	14:40 <b>14:39</b>	<b>15:20</b>
				<b>1224041</b>	OVERHEAD LINE DEPT #819 CLEARED, MGR. J. CASTILLO, CLAIMS 6A40, INSP. C. SOLINGER, A. BANIAS, LINES 30 & 45 WERE REROUTED IB ONLY, 1 MOTOR COACH SHUTTLE FROM 5TH & MISSION TO 3RD ST. & TOWNSEND, 311* PUGLISI* KELLY* LINE DELAY: <b>00:41</b>		

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
16:27 03/28/12	578	8X	6258	SAN BRUNO & BACON (IB)	OPERATOR/PATRON	16:27	17:01
				<b>1224099</b>	INSP J CLARK CLEARED, SFPD, VIDEO* SI FLYNN N/R [EOR 19:29] <b>VEH DELAY: 03:02</b>		
16:39 03/28/12	580	14L	6273	MISSION & 30TH STREET (OB)	INJURED PATRON, 12 YEAR OLD BOY, HURT RIGHT ANCLE WHILE ALLIGHTING	16:39	17:07
				<b>1224101</b>	INSP K JOMOK CLEARED, INSP A CHAU, MEDIC 65 TREAT & RELEASED, SFPD 3H13D, 6-A-40*, VIDEO*, SYSTEM SAFETY* SI FLYNN N/R [EOR 19:35] <b>VEH DELAY: 02:56</b>		
17:43 03/28/12	127	21	5491	MARKET & STOCKTON (OB)	ACCIDENT COACH & BICYCLIST, NO INJURY	17:36	
				<b>1224043</b>	OPERATOR DID NOT CALL UNTIL THE COACH WAS AT MARKET & 6TH ST OB. OPERATOR TO BE INTERVIEWED AT MARKET & 6TH ST.		
17:43 03/28/12	127	21	5491	MARKET & 6TH ST (OB)	INTERVIEW FOR INCIDENT AT MARKET & STOCKTON, SEE TAG 1224043.	17:43	18:08
				<b>1224144</b>	INPS A BANIAS INTERVIEWED THE OEPRATOR. NO OP 799. COACH WAS SENT BACK IN SERVICE. SYSTEM SAFETY*. VIDEO*. CLAIMS 6A40*. <b>VEH DELAY: 00:25</b>		
19:44 03/28/12				BEALE & HOWARD (IB,OB)	ALLEGED HIT & RUN COACH / PEDESTRIAN	19:44	22:45
				<b>1224168</b>	INSP, A. BANIAS, R. MC.CRAY, T. ALDANA , SFFD ENG # 13, VIDEO PULL FROM 301 HOWARD STREET BLD, UNITS PD 3-B-1-D, 5-L-103, 5-B-9, TAYLOR, 2-E-T., K. LEE, BRAIN CAULEY*, J.KELLY, COACHES (?) 6245, 6415, 6218, 6257 PAUL ROSE*, J. HALEY JR. CLAIMS* NEAL POPP*, S/S*, D. PUGLISI <b>VEH DELAY: 03:01</b>		
23:00 03/28/12			284	MISSION & CORTLAND (IB)	ACCIDENT, NON-REVENUE (HIT & RUN)	23:00	00:05
				<b>1224185</b>	INSP. ESPINOZA CLEARED, NO INJURIES, MINOR DAMAGE TO TRUCK 735-284 <b>VEH DELAY: 01:05</b>		

## Line Delays > 20 Minutes

Time Date	Run	Line	Vehicle #	Location	Nature of Occurrence	Delay	
					Action Taken	Start	End
11:00 03/28/12		67		ALEMANY & ELLSWORTH (IB)	SFPD BLOCKING	11:00	14:29
		1224107		INSP J CLARK RESP. REROUTE FOR THE 67-LINE. 5 STOPS MISSED. LEAD INSP J STUART*. 311*. INSP B HENDERSON RESP AT 1429 HRS TO CLEAR THE DELAY. LINE DELAY: 03:29		11:00	
14:40 03/28/12		30*		HOWARD BETWEEN 4TH ST. & 11TH ST. (IB)	OPEN FEEDER B-16	14:40	15:20
		1224041		OVERHEAD LINE DEPT #819 CLEARED, MGR. J. CASTILLO, CLAIMS 6A40, INSP. C. SOLINGER, A. BANIAS, LINES 30 & 45 WERE REROUTED IB ONLY, 1 MOTOR COACH SHUTTLE FROM 5TH & MISSION TO 3RD ST. & TOWNSEND, 311* PUGLISI* KELLY* LINE DELAY: 00:41		14:39	

### 5. NX Bus Express

Ridership	Counts
Morning	670
Afternoon	693
<b>TOTAL</b>	<b>1,363</b>

Vehicle Availability	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
Morning	9	9	0%
Afternoon	8	14	75%