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**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, AUGUST 22, 2012**

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

|                    | SCHEDULED | PULLED OUT<br>IN SERVICE | OPEN |    | WORKED<br>ON DAY OFF |
|--------------------|-----------|--------------------------|------|----|----------------------|
|                    |           |                          | AM   | PM |                      |
| <b>SYSTEM WIDE</b> | 1,245     | 95.2%                    | 28   | 32 | 51                   |

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

|                    | SCHEDULED<br>DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|-----------|-------------|
| <b>LRV</b>         | 114                 | 112       | -2%         |
| <b>F LINE</b>      | 24                  | 22        | -8%         |
| <b>CABLE CAR</b>   | 27                  | 26        | -4%         |
| <b>WOODS</b>       | 154                 | 175       | 14%         |
| <b>KIRKLAND</b>    | 113                 | 130       | 15%         |
| <b>FLYNN</b>       | 103                 | 107       | 4%          |
| <b>POTRERO 40'</b> | 49                  | 52        | 6%          |
| <b>POTRERO 60'</b> | 42                  | 44        | 5%          |
| <b>PRESIDIO</b>    | 121                 | 143       | 18%         |
| <b>TOTAL</b>       | 747                 | 811       | 9%          |



### 3. OPERATORS' ABSENTEEISM

|              | Scheduled WF | Total Unavailable | Sick      | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|-----------|-----------|-----------------|---------------|
| Cable Car    | 115          | 22                | 5         | 6         | 11              | 0             |
| Flynn        | 202          | 40                | 12        | 9         | 18              | 1             |
| Green        | 218          | 45                | 11        | 18        | 15              | 1             |
| Kirkland     | 212          | 33                | 10        | 12        | 11              | 0             |
| Potrero      | 218          | 36                | 16        | 10        | 9               | 1             |
| Presidio     | 206          | 38                | 16        | 12        | 10              | 0             |
| Woods        | 377          | 58                | 20        | 15        | 23              | 0             |
| <b>TOTAL</b> | <b>1,548</b> | <b>272</b>        | <b>90</b> | <b>82</b> | <b>97</b>       | <b>3</b>      |

### 4. ACCIDENTS & DELAYS

#### Accidents

| Time Date         | Run | Line | Vehicle #      | Location  | Nature of Occurrence                  | Delay |       |
|-------------------|-----|------|----------------|---|---------------------------------------|-------|-------|
|                   |     |      |                |   | Action Taken                          | Start | End   |
| 07:47<br>08/22/12 | 451 | 14X  | 6413           | MISSION & 6TH STREET (IB)   | TRANSFERS STOLEN                      | 07:35 | 07:37 |
|                   |     |      | <b>1246062</b> | OP CLEARED. OP TO BE INTERVIEWED AT TERMINAL VEH DELAY: <b>00:02</b>  |                                       |       |       |
| 07:47<br>08/22/12 | 445 | 14X  | 6413           | MISSION BETWEEN SPEAR & MAIN (OB)   | OPERATOR INTERVIEW (RE: TAG #1246062) | 07:47 | 08:15 |
|                   |     |      | <b>1246085</b> | INSP. L. BROWN CLEARED. OP TO GO SOR. VIDEO*, DISP.*, CLAIMS 6A42* SI FLYNN N/R [EOR 12:35] VEH DELAY: <b>04:48</b> |                                       |       |       |

| Time Date         | Run | Line | Vehicle #      | Location  | Nature of Occurrence  | Delay        |              |
|-------------------|-----|------|----------------|---|---|--------------|--------------|
|                   |     |      |                |   | Action Taken  | Start        | End          |
| 08:59<br>08/22/12 | 660 | 28   | 8211           | MARINA & BUCHANAN (OB)  | ACCIDENT,<br>COACH/PEDESTRIAN                               | 08:59        | 10:20        |
|                   |     |      | <b>1246087</b> | INSPS. L. BROWN, H. VONG, A. ALVIOR, H. LEUNG, 1L1 J. STEUART, SFPD 3E68, SFFD ENG. 14, AMER 2. RESP. SFPD CASE #120667958. TRNSP 90 YR.X TO SFGH FOR EVAL. <b>VEH DELAY: 01:21</b> |   |              |              |
| 10:00<br>08/22/12 | 162 | F    | 1007           | JEFFERSON & TAYLOR (IB)   | FALL ALIGHTING  | 10:00        | 10:29        |
|                   |     |      | <b>1246091</b> | C55, CLAIMS #6A42*, MEDIC AMR.#20 ENG#2 TRANSPORT TO SFGH.SS/STAFF*. <b>VEH DELAY: 00:29 LINE DELAY: 00:29</b>  |   | <b>10:00</b> | <b>10:29</b> |
| 12:39<br>08/22/12 |     |      | 287            | GENEVA & MISSION (IB)   | NON INJURY ACCIDENT MUNI INSPECTORS TRUCK / AUTO.           | 12:39        | 13:55        |
|                   |     |      | <b>1246095</b> | INSP SIGALA J, S/S*, CLAIMS #6A42*. <b>VEH DELAY: 01:16</b>   |   |              |              |
| 13:21<br>08/22/12 |     |      | 817            | GOUGH & FULTON (SB)   | NON INJURY MUNI ACCIDENT, OVER HEAD LINE TRUCK #817 / AUTO. | 13:21        | 14:32        |
|                   |     |      | <b>1246096</b> | INSP WONG S, S/S*, CLAIMS #6A42*. <b>VEH DELAY: 01:11</b>   |   |              |              |
| 14:55<br>08/22/12 | 379 | 49   | 7011           | VAN NESS BETWEEN UNION & FILBERT (IB)   | NON INJURY MUNI ACCIDENT, COACH / AUTO, NO FORWARD MOTION.  | 14:55        | 17:25        |
|                   |     |      | <b>1246125</b> | TOWED IN, SHOP TRUCK #601, INSP WONG S, S/S*, VIDEO*, CLAIMS #6A47*, NO 799. SI POTRERO N/R [EOR 17:05] <b>VEH DELAY: 02:10</b>   |   |              |              |
| 16:19<br>08/22/12 | 220 | 29   | 8164           | MANSELL & SUNNYDALE (IB)  | SFPD REQUEST TO STOP COACH / OIL LEAK.                      | 16:19        | 17:03        |
|                   |     |      | <b>1246103</b> | INSP JOMOC K, SFPD #3C77, CASE #120669283, ONE ARREST, SHOP TRUCK #091, VIDEO* SI WOODS 8139 @17:33 <b>VEH DELAY: 01:14</b>   |   |              |              |
| 16:28<br>08/22/12 | 64  | 44   | 8135           | KEITH & OAKDALE (OB)  | NON INJURY MUNI ACCIDENT, COACH / TRUCK.                    | 16:28        | 17:38        |
|                   |     |      | <b>1246126</b> | INSP ESCOBAR A, S/S*, VIDEO*, CLAIMS #6A47*, NO 799. <b>VEH DELAY: 01:10</b>  |   |              |              |
| 16:28<br>08/22/12 | 357 | 14   | 7056           | MISSION & RANDALL (IB)  | NON INJURY MUNI ACCIDENT, COACH / AUTO.                     | 16:28        |              |
|                   |     |      | <b>1246172</b> | S/S*, VIDEO*, CLAIMS #6A47*, INTERVIEW LATER.   |   |              |              |

| Time Date         | Run | Line           | Vehicle # | Location   | Nature of Occurrence                    | Delay |       |
|-------------------|-----|----------------|-----------|--|---|-------|-------|
|                   |     |                |           |  | Action Taken                            | Start | End   |
| 16:38<br>08/22/12 | 126 | 1              | 5629      | SACRAMENTO & STOCKTON (OB)   | NON INJURY MUNI ACCIDENT, COACH / AUTO. | 16:38 | 17:58 |
|                   |     | <b>1246170</b> |           | INSP WONG S, S/S*, VIDEO*, CLAIMS #6A47*, NO 799. VEH DELAY: 01:20 |   |       |       |

### Line Delays > 20 Minutes

| Time Date         | Run | Line           | Vehicle # | Location  | Nature of Occurrence | Delay        |              |
|-------------------|-----|----------------|-----------|---|----------------------|--------------|--------------|
|                   |     |                |           |   | Action Taken         | Start        | End          |
| 10:00<br>08/22/12 | 162 | F              | 1007      | JEFFERSON & TAYLOR (IB)   | FALL ALIGHTING       | 10:00        | 10:29        |
|                   |     | <b>1246091</b> |           | C55, CLAIMS 6A42*, SS/STAFF*. VEH DELAY: 00:29 LINE DELAY: 00:29                            |                      | <b>10:00</b> | <b>10:29</b> |
| 22:03<br>08/22/12 | 45  | 60             | 4         | POWELL & GEARY (OB)   | SFPD BLOCKING        | 22:03        | 22:31        |
|                   |     | <b>1246135</b> |           | INSP T. ALDANA RESP ONE SHUTTLE USED 311* SFPD #A13 RESP VEH DELAY: 00:28 LINE DELAY: 00:28 |                      | <b>22:03</b> | <b>22:31</b> |