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**DAILY SERVICE DELIVERY OVERVIEW**

**THURSDAY, SEPTEMBER 27, 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> | 1,225     | 95.8%                    | 30   | 21 | 56                   |

**2. VEHICLES AVAILABILITY**

**Afternoon Peak**

|                    | SCHEDULED<br>DEMAND | AVAILABLE | SPARE RATIO |
|--------------------|---------------------|-----------|-------------|
| <b>LRV</b>         | 114                 | 112       | -2%         |
| <b>F LINE</b>      | 24                  | 26        | 8%          |
| <b>CABLE CAR</b>   | 27                  | 27        | 0%          |
| <b>WOODS</b>       | 154                 | 175       | 14%         |
| <b>KIRKLAND</b>    | 113                 | 126       | 12%         |
| <b>FLYNN</b>       | 103                 | 108       | 5%          |
| <b>POTRERO 40'</b> | 49                  | 49        | 0%          |
| <b>POTRERO 60'</b> | 42                  | 50        | 19%         |
| <b>PRESIDIO</b>    | 121                 | 138       | 14%         |
| <b>TOTAL</b>       | 747                 | 811       | 9%          |



### 3. OPERATORS' ABSENTEEISM

|              | Scheduled WF | Total Unavailable | Sick       | Vacation  | Unplanned Leave | Other Reasons |
|--------------|--------------|-------------------|------------|-----------|-----------------|---------------|
| Cable Car    | 118          | 28                | 5          | 8         | 15              | 0             |
| Flynn        | 195          | 28                | 9          | 5         | 14              | 0             |
| Green        | 213          | 42                | 19         | 14        | 8               | 1             |
| Kirkland     | 207          | 36                | 12         | 13        | 11              | 0             |
| Potrero      | 218          | 37                | 14         | 11        | 10              | 2             |
| Presidio     | 202          | 43                | 20         | 8         | 12              | 3             |
| Woods        | 353          | 61                | 26         | 16        | 14              | 5             |
| <b>TOTAL</b> | <b>1,506</b> | <b>275</b>        | <b>105</b> | <b>75</b> | <b>84</b>       | <b>11</b>     |

### 4. ACCIDENTS & DELAYS

#### Accidents

| Time Date         | Run | Line | Vehicle #      | Location                                    | Nature of Occurrence          | Delay |       |
|-------------------|-----|------|----------------|---|-------------------------------|-------|-------|
|                   |     |      |                |   | Action Taken                  | Start | End   |
| 12:07<br>09/27/12 |     |      | 163            | MISSION BETWEEN 18TH ST & 19TH ST (IB)      | ACCIDENT INSP. TRUCK/ AUTO    | 12:07 | 13:25 |
|                   |     |      | <b>1252034</b> | IMSP S HOOKS CLEARED                        | <b>VEH DELAY: 01:18</b>       |       |       |
| 14:41<br>09/27/12 | 193 | 71   | 8416           | HAIGHT & MASONIC (OB)                       | ACCIDENT COACH/AUTO NO INJURY | 14:41 | 16:03 |
|                   |     |      | <b>1252040</b> | INSP C HALETKY CLEARED, S/S*, VIDEO*, 6A47* | <b>VEH DELAY: 01:22</b>       |       |       |

| Time Date         | Run | Line | Vehicle # | Location                          | Nature of Occurrence   | Delay |       |
|-------------------|-----|------|-----------|-----------------------------------|--|-------|-------|
|                   |     |      |           |                                   | Action Taken   | Start | End   |
| 15:49<br>09/27/12 | 104 | 30   | 5585      | TOWNSEND & 4TH ST (OB)            | INTERVIEW  | 16:48 | 18:18 |
|                   |     |      |           | <b>1252114</b>                    | INSP B CHOWN CLEARED OPERATOR STATES PATRON FELL ON SIDEWALK ( NOT ON COACH NO MEDICAL AID REQUESTED) VIDEO* <b>VEH DELAY: 01:30</b>   |       |       |
| 16:12<br>09/27/12 | 696 | 10   | 8321      | 3RD ST & TOWNSEND (IB)            | ACCIDENT COACH/ AUTO, NO INJURY  | 16:12 | 17:44 |
|                   |     |      |           | <b>1252104</b>                    | INSP S MC ARTHUR CLEARED, 6A47*,S/S*, VIDEO* <b>VEH DELAY: 01:32</b>   |       |       |
| 18:26<br>09/27/12 | 422 | 22   | 5435      | 20TH STREET & 3RD STREET (IB)     | INTERVIEW FOR ALLEGED FALL ALIGHTING OB FILLMORE / SUTTER 1614HRS  | 19:03 | 19:21 |
|                   |     |      |           | <b>1252125</b>                    | INSP S. MC ARTHUR RESP, OPERATOR STATES NO KNOWLEDGE OF ALLEGED INCIDENT / NO INJURIES REPORT AT SCENE / INSTRUCTED TO FILL OUT REPORT WITH DISPATCHER AT END OF SHIFT. CLAIMS 6A47* S/SAFETY* VIDEO* MGR A. ANDREWS* <b>VEH DELAY: 00:18</b>  |       |       |
| 19:48<br>09/27/12 | 220 | 29   | 8112      | GENEVA & OCEAN (OB)               | VEHICLE ACCIDENT COACH / AUTO  | 19:48 | 21:45 |
|                   |     |      |           | <b>1252139</b>                    | INSP M. WILSON / INSP T. ALDANA RESP SFPD RESP 3160 / I4E RESP CASE #120-776-775 1 DUI ARREST (DRIVER OF AUTO) VIDEO* CLAIMS 6A47* S/SAFETY* NO INJURIES REPORTED AT SCENE NO 799 (DNMC) 311 CALL CENTER REPORTS WITNESS OF ACCIDENT IN ROUTE TO SCENE TO BE INTERVIEW (311 PSR REF # 1481383) <b>VEH DELAY: 01:57</b> |       |       |
| 21:57<br>09/27/12 | 466 | 14   | 7057      | SOUTH VAN NESS & 22ND STREET (PO) | FALL ON BOARD  | 21:57 | 22:42 |
|                   |     |      |           | <b>1252050</b>                    | INSP T. ALDANA RESP VIDEO* CLAIMS 6A47* S/SAFETY* MEDICAL AID REFUSED (RIGHT ELBOW) <b>VEH DELAY: 00:45</b>  |       |       |

### Line Delays > 20 Minutes

| Time<br>Date      | Run | Line | Vehicle<br># | Location              | Nature of Occurrence   | Delay |       |
|-------------------|-----|------|--------------|-----------------------|--|-------|-------|
|                   |     |      |              |                       | Action Taken   | Start | End   |
| 00:01<br>09/27/12 |     | F    |              | MARKET & MAIN (IB,OB) | BLOCKED BY POLICE<br>ACTIVITY - ( OCCPUPY SAN<br>FRANCISCO )   | 00:01 | 01:42 |
|                   |     |      |              |                       | SFPD, LSGP, U-PAGE, K.WILLIAMS, T. ALDANA, 311*, METRO<br>DISP.*. NO SHUTTLE PER SFPD, SEE TAGS #<br>125.1947.,125.1948., & 125.1949 VEH DELAY: 01:41 LINE<br>DELAY: 01:41 | 00:01 | 01:42 |
| 16:43<br>09/27/12 | 20  | 60   | 19           | JACKSON & POWELL (OB) | GRIP   | 16:43 | 17:08 |
|                   |     |      |              |                       | CABLE SHOP 665 CLEARED. VEH DELAY: 00:25 LINE DELAY:<br>00:25  | 16:43 | 17:08 |