

Edwin M. Lee | Mayor  
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**DAILY SERVICE DELIVERY OVERVIEW**

**WEDNESDAY, AUGUST 17, 2011**

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

	SCHEDULED	PULLED OUT IN SERVICE	OPEN		WORKED ON DAY OFF
			AM	PM	
<b>SYSTEM WIDE</b>	1,186	96.7%	23	16	73

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	123	8%
<b>F LINE</b>	20	20	0%
<b>CABLE CAR</b>	27	28	4%
<b>WOODS</b>	151	186	23%
<b>KIRKLAND</b>	111	129	16%
<b>FLYNN</b>	103	109	6%
<b>POTRERO 40'</b>	44	63	43%
<b>POTRERO 60'</b>	47	35	-26%
<b>PRESIDIO</b>	105	133	27%
<b>TOTAL</b>	722	826	14%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	107	16	7	5	2	2
Flynn	199	47	15	13	15	4
Green	178	41	19	11	9	2
Kirkland	219	37	4	12	21	0
Potrero	231	55	22	16	14	3
Presidio	180	34	11	10	8	5
Woods	352	87	45	17	21	4
<b>TOTAL</b>	<b>1,466</b>	<b>317</b>	<b>123</b>	<b>84</b>	<b>90</b>	<b>20</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
12:26	9	44	WOODSIDE & HERNANDEZ (IB)	ACCIDENT, COACH/AUTO, MINOR, HIT AND RUN	12:26	12:58
8/17/2011	1187013	INSP. E. IRBY CLEARED. VIDEO*, CLAIMS 6A45*. AUTO CONTACTS L-REAR OF STATIONARY COACH. NO OP 799 Veh delay: 00:32				
15:48	137	21	HAYES & LAGUNA (IB)	ACCIDENT COACH & SHELTER, NO INJURY	15:48	15:49
8/17/2011	1187049	OPERATOR CLEARED. OPERATOR MOVED THE COACH DUE TO BLOCKING. OPERATOR TO BE INTERVIEWED AT LAGUNA & GROVE. Veh delay: 00:01				

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
15:57	188	18	SKYLINE & LAKE MERCED (IB)	ACCIDENT COACH & AUTO, NO INJURY		
8/17/2011	1187094		INSP B HENDERSON CLEARED. MINOR DAMAGES TO BOTH VEHICLES. NO OP 799. COACH WAS SENT BACK IN SERVICE. CLAIMS 6A50*. VIDEO*. SYSTEM SAFETY*. Veh delay: 02:57		15:57	18:54
17:15	710	28	GOLDEN GATE BRIDGE (OB)	ALLEGED ACCIDENT COACH & AUTO, HIT & RUN		
8/17/2011	1187092		OPERATOR CLEARED. OPERATOR TO BE INTERVIEWED AT DALY CITY BART. Veh delay: 00:01		17:15	17:16
20:28	450	24	DIVISADERO & WALLER (OB)	ALLEGED ACCIDENT COACH/AUTO, NO INJURY		
8/17/2011	1187125		INTERVIEW AT TERMINAL, S/S*, VIDEO*, 4M3*, CLAIM 6A50*		20:28	
20:43	456	14	MISSION & 6TH ST (IB)	ACCIDENT COACH & AUTO, HIT & RUN		
8/17/2011	1187118		OPERATOR CLEARED. OPERATOR TO BE INTERVIEWED AT STEUART & MISSION. Veh delay: 00:01		20:37	20:38

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
13:35		31	45TH AVE between BALBOA & CABRILLO (IB,OB)	PG & E BLOCKING	13:35	
8/17/2011	1187001		INSP J FLORES RESP. 31-LINE SWITCHED BACK AT BALBOA & 6TH AVE. TOW SHUTTLES USED. MGR A ANDREWS*. Line delay: 00:49		14:45	15:34

## **5. N Express**

- 100% on time performance
- 1547 total daily ridership
- 880 riders in the morning
- 667 afternoon riders
- Five passengers carried bicycles in the afternoon

All 12\* Nx Express runs were filled.

- 9 runs in the morning
- 8 runs in the afternoon

\* Woods runs work both the morning and afternoon.

All Nx Express vehicles were available.

- 9 vehicles in the morning
- 8 vehicles in the afternoon