



**Muni
Service Delivery
Daily Report**

Tuesday, August 18, 2009





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| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|------------------------|------------------------|------------------------------|------------------------------|----------------|
|------------------------|------------------------|------------------------------|------------------------------|----------------|

08 19 2009 WEDNESDAY AM NOLO REPORT

| | | | | | |
|--------------|--------|---|---|---|--|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 1 | 0 | 1 | 0 | 38=1 |
| Kirkland | 1 | 0 | 0 | 0 | 28=1 |
| Woods | 6 | 0 | 0 | 0 | 18=1, 16X=1, 29=2, 54=1, 71=1 |
| Potrero | 1 | 6 | 0 | 0 | OPER: 41=1. EQUIP: 7=2, 24=1, 41=1, 49=2 |
| Presidio | 0 | 0 | 1 | 0 | |
| | Metro | 1 | 0 | 0 | J=1 |
| | F line | 1 | 0 | 0 | F=1 |
| TOTAL | 11 | 6 | 2 | 0 | |

Special Events

Division

REPORT DATA AS OF 0740 AM

| Not-Outs: No Operators | Not-Outs: No Equipment | Late Pull-outs: No Operators | Late Pull-outs: No Equipment | Lines affected |
|------------------------------|------------------------------|---------------------------------|---------------------------------|----------------|
|------------------------------|------------------------------|---------------------------------|---------------------------------|----------------|

08 18 09 TUESDAY PM NOLO REPORT

| | | | | | |
|--------------|-----------|----------|----------|----------|---|
| Cable Car | 0 | 0 | 0 | 0 | |
| Flynn | 2 | 0 | 0 | 0 | 38=2 |
| Kirkland | 4 | 0 | 1 | 0 | 1X=1 2=1 28=1 47=1 |
| Woods | 12 | 0 | 0 | 0 | 18=1 27=1 23=1 29=1 30X=1 36=1 48=1 54=2 71=2 67=1 |
| Potrero | 7 | 0 | 0 | 0 | 7=1 14=1 22=1 49=3 24=1 |
| Presidio | 0 | 0 | 0 | 0 | |
| Metro | 2 | 0 | 1 | 0 | N=1 L=1 |
| F line | 0 | 0 | 0 | 0 | |
| TOTAL | 27 | 0 | 2 | 0 | |

Special Events

| |
|--------------------------------------|
| Division |
| REPORT DATA COMPILED AS OF - 1600HRS |

| | Runs Missed | RDO | Missed Runs % | Daily Runs Scheduled | Daily Runs Missed | Daily RDO | Daily Missed Runs % |
|---|-------------|-----|---------------|----------------------|-------------------|-----------|---------------------|
| Missed Service By Division Due To No Regular Day Off (RDO) | | | | | | | |
| Weekday 8/18/2009 | | | | | | | |
| Revised 6/15/09 | | | | | | | |
| Cable Car one-piece | 0 | 3 | 0.0% | 49 | 0 | 3 | 0.0% |
| Cable Car multi-piece | 0 | | 0.0% | | | | |
| Flynn one-piece | 1 | 4 | 2.6% | 154 | 1 | 4 | 0.6% |
| Flynn multi-piece | 0 | | 0.0% | | | | |
| Kirkland one-piece | 2 | 5 | 3.5% | 212 | 4 | 5 | 1.9% |
| Kirkland multi-piece | 4 | | 4.0% | | | | |
| Woods one-piece | 5 | 7 | 5.7% | 251 | 10 | 7 | 4.0% |
| Woods multi-piece | 10 | | 10.0% | | | | |
| Potrero one-piece | 1 | 1 | 1.5% | 212 | 2 | 1 | 0.9% |
| Potrero multi-piece | 2 | | 2.2% | | | | |
| Presidio one-piece | 0 | 5 | 0.0% | 174 | 0 | 5 | 0.0% |
| Presidio multi-piece | 0 | | 0.0% | | | | |
| Metro one-piece | 1 | 3 | 1.5% | 146 | 2 | 3 | 1.4% |
| Metro multi-piece | 2 | | 4.1% | | | | |
| F Line one-piece | 2 | 2 | 20.0% | 33 | 2 | 2 | 6.1% |
| F Line multi-piece | 0 | | 0.0% | | | | |
| System total | | | | 1231 | 21 | 30 | 1.7% |

Accidents

Tue Aug 18, 2009

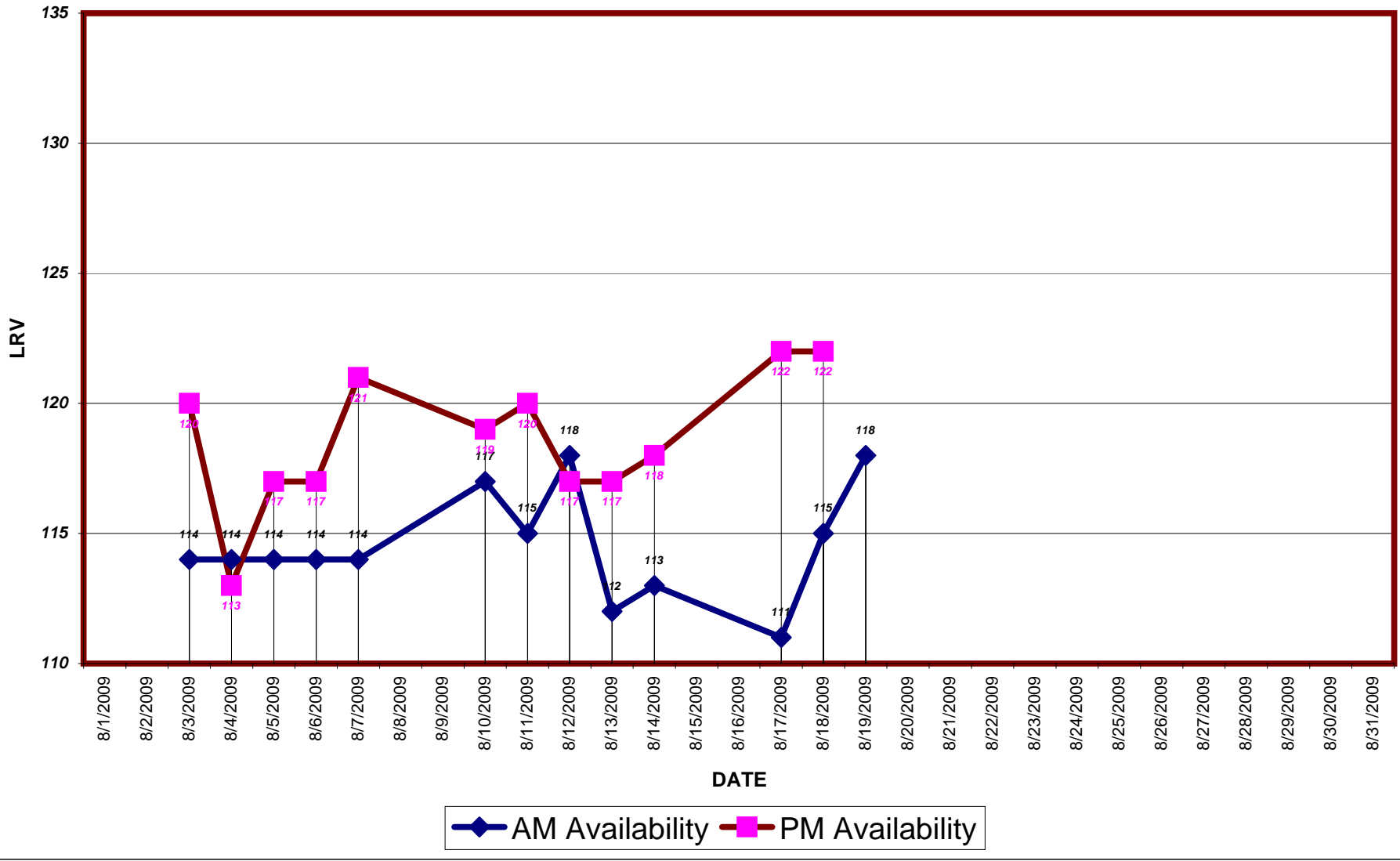
| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|---------|------|--|--|---|----------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 08:40 08/18/09 | R OPERATOR FL | 40 | 6 | 453 | 14X | 6298 | MISSION & 5TH ST (IB) | BICYCLIST HITTING SIDE OF COACH REFER TO TAG #1062384 | IB | 08:40 | 08:49 | 35 |
| | | | | 1062386 | | OPERATOR CLEARED BY SFPD. VIDEO* VEH DELAY: 00:09 | | | | | | |
| 11:10 08/18/09 | R MNGR J.STUART | 35 | | | | 247 | 19TH ST & CASTRO | ACCIDENT, POTRERO SHOP TRUCK 093 & STREET OPS MANAGER MINOR | | 11:10 | 11:22 | 35 |
| | | | | 1062339 | | INSP G.LAVIGNE. K.FORRESTER*, H.JENSEN* VEH DELAY: 00:12 | | | | | | |
| 15:57 08/18/09 | R OPERATOR CA | 15 | 8 | 13 | 60 | 5 | WASHINGTON BETWEEN MASON & TAYLOR (IB) | ACCIDENT CABLE CAR & AUTO, NO INJURY. | IB LD | 15:57 | 16:20 | 30 |
| | | | | 1062446 | | INSP W BARTH CLEARED. NO INJURY, NO OP 799. CABLE CAR WAS SENT BACK IN SERVICE. MODERATE DAMAGE TO AUTO. MINOR DAMAGE TO CABLE CAR. MGR Y KWAN*. SYSTEM SAFETY K ANDERSON*. NO CPUC REPORT PER SYSTEM SAFETY. VEH DELAY: 00:23 LINE DELAY: 00:23 | | | | | | |
| 16:39 08/18/09 | R OPERATOR PR | 30 | 9 | 146 | 30 | 5621 | KEARNY & POST (OB) | ACCIDENT COACH & AUTO (MINOR) | OB | 16:39 | 17:26 | 25 |
| | | | | 1062415 | | INSP.CHAN CLEARED VEH DELAY: 00:47 | | | | | | |

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|--------------------|-------|-----|-----|------|------|---------------------------------------|---|-------|-------|-------|----|
| | | | | | | | | | DI | START | END | CC |
| 17:42 08/18/09 | R OPERATOR PO | 30 | 5 | 426 | 22 | 5420 | FILLMORE & HAYES (IB) | PASSENGER MADE TERRISTIC THREAT TO OPERATOR | IB | 17:43 | 18:55 | 25 |
| | | | | | | | 1062486 | SFPD* CS#090843123, ONE ARREST. MGR.ANDREWS, INSP.WILLIAMS CLEARED SI POTRERO N/R [EOR 19:19] VEH DELAY: 01:36 | | | | |
| 17:43 08/18/09 | R OPERATOR FL | 07 | | 443 | 9 | 6293 | 101 FREEWAY & 280 INTERCHANGE (NB,PI) | ACCIDENT COACH & AUTO | NB | 17:43 | 18:48 | 25 |
| | | | | | | | 1062462 | CHP* INSP.KONG/GIANG CLEARED. SYS.SAFETY* KELLY* SI FLYNN N/R VEH DELAY: 01:05 | | | | |
| 22:28 08/18/09 | R OPERATOR PR | 16 | 3 | 142 | 5 | 5482 | FULTON & 29TH AVENUE (OB) | ACCIDENT, (COACH / AUTO) | OB | 22:28 | 23:05 | 16 |
| | | | | | | | 1062489 | INSP A. GEETER CLEARED, NO INJURIES, NO DAMAGE TO COACH (SCRATCHES), MAJOR DAMAGE TO AUTO, VIDEO* VEH DELAY: 00:37 | | | | |

Line Delays \geq 20 Minutes

| TIME DATE | CALL FROM DIVISION | TO CC | OP# | RUN | LINE | VEH | LOCATION | NATURE OF OCCURRENCE ACTION TAKEN | DELAY | | | |
|-------------------|------------------------|-------|-----|-----|------|------|--|--|----------|----------------|----------------|----|
| | | | | | | | | | DI | START | END | CC |
| 10:14 08/18/09 | T CABLE MACH. CA | 14 | | | | | POWELL CABLE | CABLE STOPPED FOR SPLICE CHECK/CLEANUP | LD | 10:14 10:10 | 10:35 | 14 |
| | | | | | | | 1062420 | INSPS A. FORSE, C. ALLEN RESP., MGR Y. KWAN*, CABLE MACHINERY CLEARED. 2 SHUTTLES UTILIZED. 59/60 LINES SENT AROUND HORN. LINE DELAY: 00:25 | | | | |
| 15:32 08/18/09 | R OPERATOR GV | 74 | 1 | 156 | F | 1053 | MARKET ST & 7TH ST (OB) | BLOCKED BY A DISABLED COACH (STUCK WHEELCHAIR LIFT) | OB LD | 15:32 15:32 | 15:54 15:54 | 74 |
| | | | | | | | 1062445 | SENIOR STAFF/SYSTEM SAFETY; LSGP; INSP L HAYNES RESPONDED VEH DELAY: 00:22 LINE DELAY: 00:22 | | | | |
| 15:57 08/18/09 | R OPERATOR CA | 15 | 8 | 13 | 60 | 5 | WASHINGTON BETWEEN MASON & TAYLOR (IB) | ACCIDENT CABLE CAR & AUTO, NO INJURY. | IB LD | 15:57 15:57 | 16:20 16:20 | 30 |
| | | | | | | | 1062446 | INSP W BARTH CLEARED. NO INJURY, NO OP 799. CABLE CAR WAS SENT BACK IN SERVICE. MODERATE DAMAGE TO AUTO. MINOR DAMAGE TO CABLE CAR. MGR Y KWAN*. SYSTEM SAFETY K ANDERSON*. NO CPUC REPORT PER SYSTEM SAFETY. VEH DELAY: 00:23 LINE DELAY: 00:23 | | | | |

LIGHT RAIL AM/PM Availability



| Date | Day of week | A.M. | P.M. |
|---|-------------|------|------|
| Light Rail Vehicles (LRVs) Availability - Peak | | | |
| August 2009 | | | |
| 08/03/09 | MONDAY | 114 | 120 |
| 08/04/09 | TUESDAY | 114 | 113 |
| 08/05/09 | WEDNESDAY | 114 | 117 |
| 08/06/09 | THURSDAY | 114 | 117 |
| 08/07/09 | FRIDAY | 114 | 121 |
| 08/10/09 | MONDAY | 117 | 119 |
| 08/11/09 | TUESDAY | 115 | 120 |
| 08/12/09 | WEDNESDAY | 118 | 117 |
| 08/13/09 | THURSDAY | 112 | 117 |
| 08/14/09 | FRIDAY | 113 | 118 |
| 08/17/09 | MONDAY | 111 | 122 |
| 08/18/09 | TUESDAY | 115 | 122 |
| 08/19/09 | WEDNESDAY | 118 | |
| 08/20/09 | THURSDAY | | |
| 08/21/09 | FRIDAY | | |
| 08/24/09 | MONDAY | | |
| 08/25/09 | TUESDAY | | |
| 08/26/09 | WEDNESDAY | | |
| 08/27/09 | THURSDAY | | |
| 08/28/09 | FRIDAY | | |
| 08/31/09 | MONDAY | | |

| | |
|--|--------------------------|
| | Maintenance Holds |
| Green Division Daily Maintenance Morning Status Report 8/19/2009 Wednesday Light Rail Vehicles (LRVs) on Hold Status @ 7:30 a.m. | |

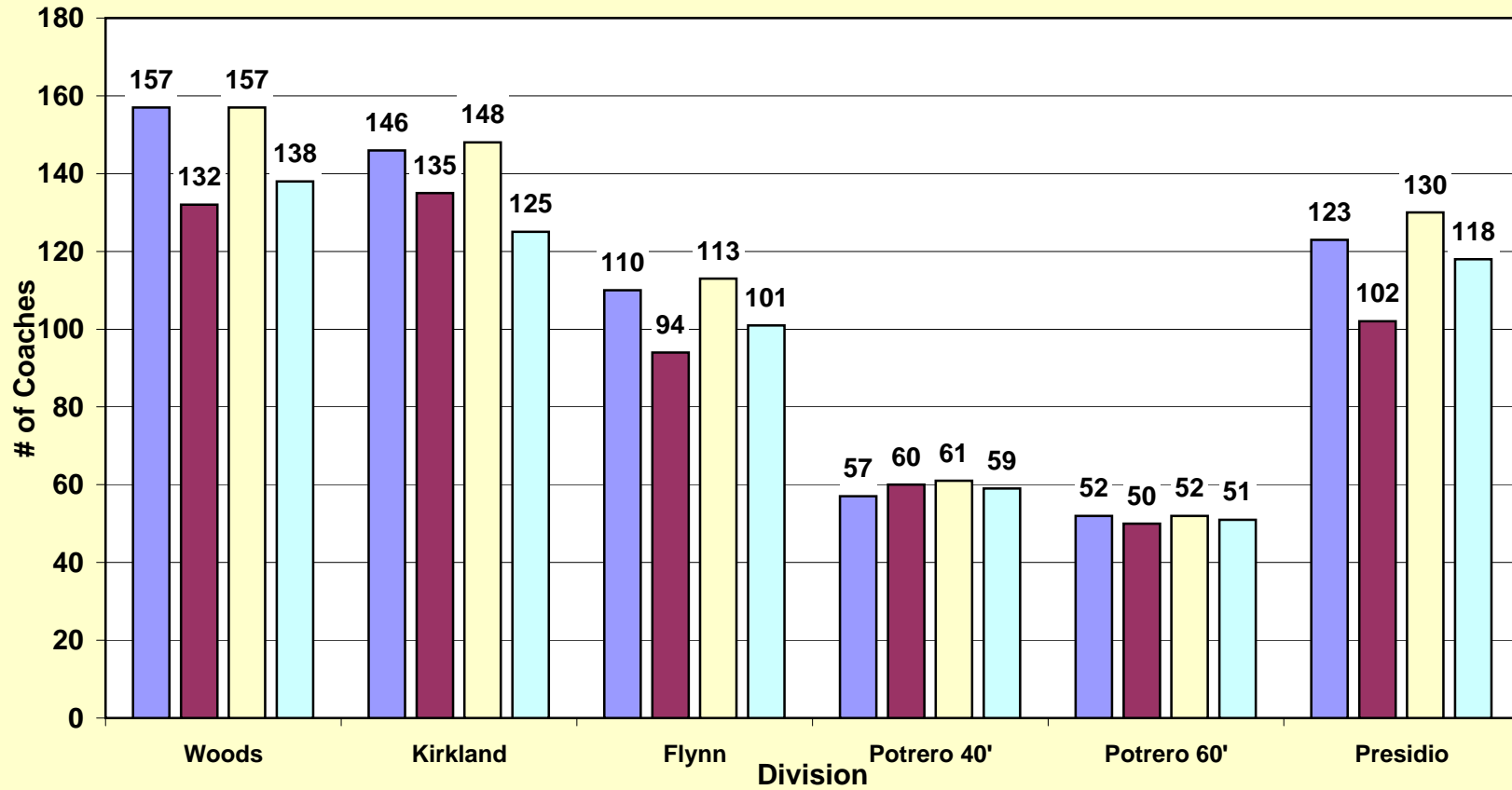
| | |
|--------------------|---|
| AIR SYSTEM | 0 |
| ATCS | 2 |
| BRAKE SYSTEM | 0 |
| COUPLER | 0 |
| DOORS / STEPS | 1 |
| HVAC / AIR COMF. | 0 |
| LIGHT / MIRROR | 0 |
| PANTOGRAPHS | 0 |
| PROPULSION | 2 |
| TRUCK NOISE/ FLAT/ | 0 |
| PM / WEEKLY | 5 |
| SUPPORT SHOP | 7 |
| BODY/PAINT SHOP | 3 |
| FLEET APPEARANCE | 0 |
| PARTS | 1 |
| DESTSIGN / ELECT. | 1 |
| ACCIDENT & DERAIL | 2 |
| BREDA / VENDOR | 0 |
| ENGR / PROJECT | 1 |
| LONG TERM HOLDS | 8 |
| QUALITY ASSURANCE | 0 |

TOTAL **33**

| | LRV2/3 | PCC | Milan | Historic |
|--|---------------|------------|--------------|-----------------|
| Green Division Daily Maintenance | | | | |
| Wednesday 8/19/2009 | | | | |
| Morning Status Report @ 7:30 a.m. | | | | |
| Fleet size | 151 | 21 | 10 | 8 |
| Present demand | 114 | 13 | 4 | 3 |
| Maintenance Holds | 33 | 10 | 4 | 3 |
| Equipment available for service @ 7:30 a.m. | 118 | 11 | 6 | 5 |

Motor & Trolley Coaches Availability
A.M. 8/19/09 & 8/18/09 P.M. Peak Time

■ Equipment available for service @ 7:45 a.m.
 ■ Final a.m. pull-out
 ■ Equipment available for service @ 5:30 p.m.
 ■ Final p.m. pull-out



| | Woods | Kirkland | Flynn | Subtotal Diesel | Potrero 40' | Potrero 60' | Presidio | Subtotal Trolley | Totals |
|--|-------|----------|-------|--------------------|----------------|----------------|----------|---------------------|--------|
| Bus Maintenance Morning Status Report | | | | | | | | | |
| Information Reported by Each Division | | | | | | | | | |
| Morning (a.m.) availability | | | | | | | | | |
| 8/19/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 138 | 137 | 95 | 370 | 61 | 50 | 102 | 213 | 583 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 2 | 1 | 4 | 7 | 2 | 0 | 2 | 4 | 11 |
| Campaigns / retrofits | 10 | 0 | 1 | 11 | 0 | 0 | 0 | 0 | 11 |
| Maintenance Holds | 24 | 9 | 14 | 47 | 18 | 22 | 42 | 82 | 129 |
| Awaiting parts | 1 | 0 | 1 | 2 | 9 | 6 | 22 | 37 | 39 |
| Radio | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 3 |
| Farebox | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 2 |
| Equipment available for service @ 7:45 a.m. | 157 | 146 | 110 | 413 | 57 | 52 | 123 | 232 | 645 |
| Final a.m. pull-out | 132 | 135 | 94 | 361 | 60 | 50 | 102 | 212 | 573 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 1 | 1 | 1 |
| Operator not outs | 6 | 2 | 1 | 9 | 1 | 0 | 0 | 1 | 10 |
| Afternoon (p.m.) availability | | | | | | | | | |
| 8/18/09 | | | | | | | | | |
| Fleet size | 181 | 155 | 124 | 460 | 75 | 74 | 165 | 314 | 774 |
| Present demand | 143 | 126 | 101 | 370 | 59 | 53 | 118 | 230 | 600 |
| Extra service | 0 | 0 | 0 | 0 | N/A | N/A | N/A | N/A | 0 |
| Scheduled maintenance | 2 | 1 | 2 | 5 | 0 | 0 | 0 | 0 | 5 |
| Campaigns / retrofits | 10 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| Maintenance holds | 24 | 7 | 11 | 42 | 14 | 22 | 35 | 71 | 113 |
| Awaiting parts | 0 | 0 | 1 | 1 | 9 | 6 | 22 | 37 | 38 |
| Radio | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Farebox | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| Equipment available for service @ 5:30 p.m. | 157 | 148 | 113 | 418 | 61 | 52 | 130 | 243 | 661 |
| Final p.m. pull-out | 138 | 125 | 101 | 364 | 59 | 51 | 118 | 228 | 592 |
| Reserve fleet usage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Trolley hot body defects | N/A | N/A | N/A | N/A | 0 | 0 | 1 | 1 | 1 |
| Operator not outs | 5 | 1 | 0 | 6 | 0 | 2 | 0 | 2 | 8 |

| | Scheduled | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ | Total Unavailable | Sick | Vacation | Unplanned Leave* | Other Reasons+ |
|--|--------------|-------------------|------------|-----------|------------------|----------------|-------------------|-------------|-------------|------------------|----------------|
| Full-Time Operators Absenteeism | | | | | | | | | | | |
| Day: TUESDAY, AUGUST 18, 2009 | | | | | | | | | | | |
| Green | 241 | 50 | 20 | 7 | 13 | 10 | 20.7 | 8.3 | 2.9 | 5.4 | 4.1 |
| Cable Car | 134 | 33 | 11 | 5 | 11 | 6 | 24.6 | 8.2 | 3.7 | 8.2 | 4.5 |
| Potrero | 277 | 58 | 28 | 4 | 18 | 8 | 20.9 | 10.1 | 1.4 | 6.5 | 2.9 |
| Presidio | 212 | 39 | 13 | 10 | 8 | 8 | 18.4 | 6.1 | 4.7 | 3.8 | 3.8 |
| Kirkland | 254 | 52 | 17 | 7 | 19 | 9 | 20.5 | 6.7 | 2.8 | 7.5 | 3.5 |
| Woods | 313 | 74 | 22 | 17 | 28 | 7 | 23.6 | 7.0 | 5.4 | 8.9 | 2.2 |
| Flynn | 201 | 42 | 16 | 6 | 14 | 6 | 20.9 | 8.0 | 3.0 | 7.0 | 3.0 |
| Total | 1,632 | 348 | 127 | 56 | 111 | 54 | 21.3% | 7.8% | 3.4% | 6.8% | 3.3% |

| Summary For The Last 7 Days | | | | | | | | | | | |
|------------------------------------|-------|-----|-----|----|-----|----|-----|----|----|----|---|
| TUESDAY 8 11 | 1,626 | 356 | 128 | 68 | 108 | 52 | 22% | 8% | 4% | 7% | 3 |
| WEDNESDAY 8 12 | 1,644 | 347 | 113 | 63 | 111 | 60 | 21% | 7% | 4% | 7% | 4 |
| THURSDAY 8 13 | 1,639 | 356 | 124 | 58 | 116 | 58 | 22% | 8% | 4% | 7% | 3 |
| FRIDAY 8 14 | 1,659 | 366 | 137 | 59 | 115 | 55 | 22% | 8% | 4% | 7% | 3 |
| SATURDAY 8 15 | 1,114 | 256 | 91 | 59 | 83 | 23 | 23% | 8% | 5% | 7% | 2 |
| SUNDAY 8 16 | 1,063 | 243 | 89 | 14 | 80 | 60 | 23% | 8% | 1% | 7% | 6 |
| MONDAY 8 17 | 1,662 | 389 | 144 | 57 | 114 | 74 | 23% | 9% | 3% | 7% | 5 |

* **Unplanned leave includes:** absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...
+ **Other reasons includes:** 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.