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**DAILY SERVICE DELIVERY OVERVIEW**

**FRIDAY, AUGUST 19, 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	98.2%	12	9	42

**2. VEHICLES AVAILABILITY**

Afternoon Peak

	SCHEDULED DEMAND	AVAILABLE	SPARE RATIO
<b>LRV</b>	114	116	2%
<b>F LINE</b>	20	20	0%
<b>CABLE CAR</b>	27	27	0%
<b>WOODS</b>	151	184	22%
<b>KIRKLAND</b>	111	127	14%
<b>FLYNN</b>	103	108	5%
<b>POTRERO 40'</b>	44	63	43%
<b>POTRERO 60'</b>	47	30	-36%
<b>PRESIDIO</b>	105	138	31%
<b>TOTAL</b>	722	813	13%

### 3. OPERATORS' ABSENTEEISM

	Scheduled WF	Total Unavailable	Sick	Vacation	Unplanned Leave	Other Reasons
Cable Car	115	18	8	6	4	0
Flynn	199	40	16	9	12	3
Green	195	41	11	17	9	4
Kirkland	218	36	5	10	21	0
Potrero	243	49	20	13	14	2
Presidio	192	32	11	11	10	0
Woods	343	80	39	13	22	6
<b>TOTAL</b>	<b>1,505</b>	<b>296</b>	<b>110</b>	<b>79</b>	<b>92</b>	<b>15</b>

### 4. ACCIDENTS & DELAYS

#### Accidents

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
0:07	481	14	MISSION & SAN JOSE (IB)	MINOR INJURY ACCIDENT COACH & PARKING METER. OPERATOR FOOR SLIPPED OFF BRAKE PEDAL WHEN ATTEMPTING TO LEAVE THE TERMINAL. FEMALE PASSENGER SLIPPED FROM SEAT INJURYING 2 DIGITS OF LEFT HAND. ONE OTHRE PASSENGER ON COACH	0:07	1:02

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
				(ADULT MALE) WALK AWAY, AID REFUSED.		
8/19/2011	1187323		MEDIC AMR#26 TRE/REL FEMALE PASSENGER. DCPD#22 CS#11006598. MINOR DAMAGE TO COACH FRONT BUMPER. NO OPER 799. INSP.ESPINOZA CLEARED. LEVEL #1 PAGE. KELLY* HALEY* PUGLISI* CLAIMS #6A50* SYS.SAF* VIDEO* Veh delay: 00:55			
7:21	378	41	VAN NESS & BUSH (IB)	ACCIDENT COACH / SUV MINOR.		
8/19/2011	1187270		INSP JIANG.MGR ESPINOZA*.VIDEO PULL SS*. NO DAMAGE TO COACH, SUV MADE CONTACT TO LEFT REAR CORNER OF COACH. MINOR DAMAGE TO SUV.NO 799.NO INJURY. Veh delay: 00:48		7:21	8:09
14:31	83	27	18TH STREET & HARTFORD (DH)	COACH / PEDESTRIAN COLLISION		
8/19/2011	1187427		INSP K. JOMOC CLEARED, SFPD UNIT #4C101 - STAR #578 RESPONDED, AMBULANCE RESPONDED, SFFD RESPONDED, INSP J. JIANG RESPONDED, INSP H. VONG RESPONDED, SYSTEM SAFETY RESPONDED, CLAIMS (6A45) RESPONDED, 4M3 - A. ANDREWS RESPONDED, WOODS RCS 853 RESPONDED, RESCUE OPERATOR #0547 RESPONDED, VIDEO*, 311*, D. PUGLISI*, N. POPP*, J. HALEY*, P. ROSE*, D. HILL*, M. T. ALLEN*, TWU 250A*, EAP*, CASE #110 665 574, SENIOR MANAGEMENT PAGED, 1 FATALITY REPORTED, OPERATOR 799 SI WOODS N/R Veh delay: 03:57		14:31	18:28
15:14	30	60	HYDE & BEACH (IB)	ACCIDENT, CABLE CAR/AUTO, MINOR, NO INJURIES		
8/19/2011	1187383		INSP. J. KWONG CLEARED. MGR D. BANBURY*, CLAIMS 6A50*, S/S* Veh delay: 00:16		15:14	15:30
16:32	93	M	19TH STREET & WINSTON (IB)	ACCIDENT, LRV AND AUTO	16:32	17:17
8/19/2011	1187387		[LRV2=1490]INSP GONZALEZ AND HENLEY CLEARED; 4S44 RESPONDED; NO INJURIES;		16:32	17:17

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
			111/L/1548-1527, 110/KT/1418 AND 134/KT/1513 ROUTED TO M LINE TO COVER THE GAP, SFPD UNIT#3-I-5-B, CASE#110665956 Veh delay: 00:45 Line delay: 00:45			
17:02	239	71	MARKET between 7TH STREET & 8TH STREET (IB)	COACH / BICYCLE COLLISION - INJURY		
8/19/2011	1187441		INSP T. ESPINOZA CLEARED, INSP S. WONG RESPONDED, RESCUE OPERATOR #1425, INSP K. WILLIAMS RESPONDED, MEDIC #66 RESPONDED, SFPD UNIT #3B13D - CAD #2484 RESPONDED, SYSTEM SAFETY RESPONDED, CLAIMS (6A50) RESPONDED, A. ANDREWS - 4M3*, D. PUGLISI*, J. HALEY*, C. TURNER*, VIDEO*, CASE #110 665 984, BICYCLIST TRANSPORTED TO SF GENERAL HOSPITAL WITH SHOULDER INJURY BEFORE INSPECTOR ARRIVED, OPERATOR 799 SI WOODS N/R Veh delay: 02:34		17:02	19:36
17:28	42	60	POWELL STREET & PINE STREET (IB)	SLOT BLADE (NO INJURIES)	17:28	17:44
8/19/2011	1187388		INSP. ALDANA (8T54), MRG. JULIANN (4M1)*, CABLE MACHINERY, SHOP TRUCK #665, DISPATCHER*, D. BANBURY (8M8)*, SYSTEM SAFETY*, 6A50*, SI TOWED TO POWELL AND SUTTER STREET 25 @18:54 Veh delay: 01:26 Line delay: 00:16		17:28	17:44

### Line Delays > 20 Minutes

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
16:32	93	M	19TH STREET & WINSTON (IB)	ACCIDENT, LRV AND AUTO	16:32	17:17
8/19/2011	1187387		[LRV2=1490]INSP GONZALEZ AND HENLEY CLEARED; 4S44 RESPONDED; NO INJURIES; 111/L/1548-1527, 110/KT/1418 AND 134/KT/1513 ROUTED TO M LINE TO COVER THE GAP, SFPD		16:32	17:17

Time Date	Run	Line	Location	Nature of Occurrence	Delay	
				Action Taken	Start	End
			UNIT#3-I-5-B, CASE#110665956	Veh delay: 00:45 Line delay: 00:45		
22:42	126	KT	3RD & 20TH (OB)	NO DYNAMIC BRAKES	22:42	23:12
8/19/2011	1187463		MRU 4S46 RESPONDED- INSP. S. HOOKS (4C53) NOTIFIED NO DEFECT FOUND	Veh delay: 00:30 Line delay: 00:30	22:42	23:12
22:58	124	KT	BALBOA BART (IB)	ATCS	22:58	
8/19/2011	1187466		SI GREEN 1479 @00:16	Veh delay: 01:18 Line delay: 00:30	23:46	0:16

## 5. *N Express*

- 100% on time performance
- 1,410 total daily ridership
- 805 riders in the morning
- 605 afternoon riders

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.

### Vehicle Availability

<b>Nx EXPRESS</b>	<b>SCHEDULED DEMAND</b>	<b>AVAILABLE</b>	<b>SPARE RATIO</b>
<b>Morning</b>	<b>9</b>	<b>13</b>	<b>44%</b>
<b>Afternoon</b>	<b>8</b>	<b>9</b>	<b>13%</b>